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About This Guide

This guide tells you everything you need to know about your handheld: the things you'll do every day, the advanced features that let you get the most out of your handheld, and the things that make your handheld not only useful, but fun.

What's in this guide?

The info in this guide includes step-by-step instructions, links to cross-references, and sidebars.

Step-by-step instructions

Here you'll find how-to information. Look for these cues in instructions:

Continued	Cue that means the procedure continues on the next page.
Done	Cue that signals the end of the procedure. You're done.
[!] IMPORTANT	A step that you must follow; otherwise, you could experience an error or even lose information.
[&] OPTIONAL	A step you might find useful.
NOTE	Information that applies only in certain cases or that tells more about a procedure step.
WINDOWS ONLY **MAC ONLY**	A procedure or text that applies to one platform only. In most cases, if you see one heading, check the following or preceding sections for the other. Sometimes, there is no Mac counterpart for a Windows procedure or text—this feature is not available to Mac users.

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Links

Links appear as underlined words in sidebars and other places throughout this guide.

In this chapter	Links on the first page of each chapter that send you to a specific section.
Related topics	Links that send you to other topics in this guide to learn about more things you can do with an application or feature.

Sidebars

[!] Before You Begin

Things you must complete before you can do the steps described in a procedure or group of procedures.

✱ Tip

A suggestion on how to use a feature more fully; a shortcut; a pointer to a related feature.

+ Did You Know?

An interesting fact about the topic being described; may include a link to more information.

» Key Term

A technical term related to the topic being described. The term may appear in this guide or only on your handheld.

Support

A pointer to a web site where you can find help if you experience problems with a specific feature or with your handheld.

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Tips for viewing this guide in Adobe Acrobat Reader

You can view this guide online, or you can download it to your computer and view it in Adobe Acrobat Reader. Here are some helpful tips for making it easier to read and find information in this guide if you view it in Acrobat Reader:

NOTE If you do not have Acrobat Reader on your computer, you can download it for free from **www.adobe.com**.

- To magnify the page, click the magnifying glass , move the cursor (which is now a magnifying glass) over the page, and click repeatedly. Click Previous View (or depending on your version of Acrobat Reader) to return to the original view.
- Click an entry in the Table of Contents or Index to go directly to that section of the guide.
- If you link to a page in the guide, to return to the page you were on before you clicked the link, click Previous View (or depending on your version of Acrobat Reader).
- When selecting the page(s) to print, be sure to use the file page number shown at the bottom of your computer screen, not the printed page number. For example, to print the page you are reading right now, select page 22(the file page), not page xxii (the printed page).

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CHAPTER 1

Setting Up Your Handheld and Your Computer

In this chapter

What's in the box?

System requirements

Step 1: Charging your handheld

Step 2: Turning on your handheld for the first time

Step 3: Installing your software

Step 4: Connecting your handheld to your computer

Switching to another desktop software application

Using Profiles

Related topics

Congratulations on the purchase of your new palmOne™ Zire™ 72 handheld! You're about to discover so many things about your handheld that will help you better organize your life and have fun, too. As you become more familiar with your handheld, you'll probably personalize the settings and add applications to make it uniquely yours.

While you're likely to get years of enjoyment from your handheld, it only takes four easy steps to get up and running.

Benefits of setup

- Start using your handheld right away
- Establish a link between your handheld and your computer
- Set up your handheld for optimal use

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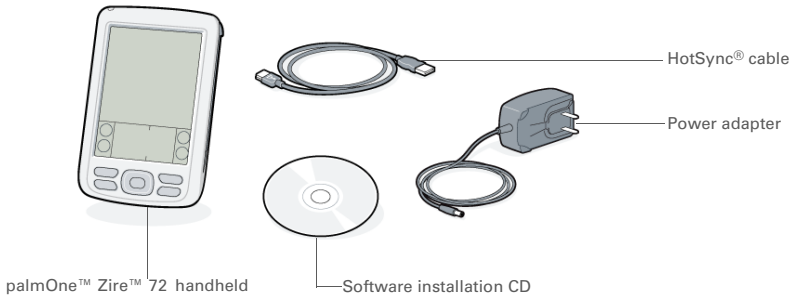
What's in the box?

» Key Term
Palm Desktop software
The software that lets you enter, update, review, and synchronize information on your computer.



System requirements

The installation CD contains Palm® Desktop software and other applications you need to set up and use your handheld. Palm Desktop software lets you easily manage your information at your computer. To use Palm Desktop software, your desktop computer must meet these requirements:

WINDOWS ONLY

- A PC with a Pentium II processor or higher, and one of the following operating systems:
  - Windows 98
  - Windows ME
  - Windows 2000 (requires administrator rights to install Palm Desktop software)
  - Windows XP (requires administrator rights to install Palm Desktop software)
- Internet Explorer 4.01 with SP2 (Service Pack 2) or later
- 60 megabytes (MB) available hard disk space

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- VGA monitor or better
- One available USB port
- CD or DVD drive for installing Palm Desktop software from the CD that came with your handheld; or, you can download Palm Desktop software by visiting our web site at **www.palmOne.com/support/intl**

NOTE Palm Desktop software that is downloaded from the palmOne web site does not include additional software available on the CD.

MAC ONLY

- Mac computer or compatible with a PowerPC processor
- Mac OS 9.2.2 or Mac OS X, version 10.2 or 10.3
  (Mac OS X requires administrator rights to install Palm Desktop software.)
- 25MB available hard disk space
- Monitor that supports screen resolution of 800 X 600 or better
- One available USB port
- CD or DVD drive for installing Palm Desktop software from the CD that came with your handheld; or, you can download Palm Desktop software by visiting our web site at **www.palmOne.com/support/intl**

NOTE Palm Desktop software that is downloaded from the palmOne web site does not include additional software available on the CD.

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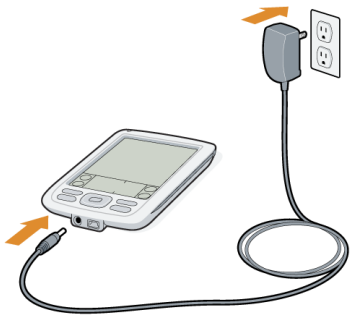
Step 1: Charging your handheld

[!] **Before You Begin**
If you're upgrading from another Palm OS® handheld, synchronize your old handheld with your old desktop software.

✱ **Tip**
After the initial charge, charge your handheld at least half an hour every day.

1

Plug the power adapter into your new handheld and into an outlet. Do not connect the HotSync cable to your handheld until later.



2

Charge your handheld for three hours. Be sure your handheld is fully charged before going on to Step 2.

Done

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What you should know about your handheld's battery

While your handheld is charging, take a minute to learn about the battery:

- If you see an alert on the screen warning you that the battery is low, **synchronize** to back up your information; then recharge your handheld. This helps prevent accidental loss of information.
- If the battery gets so low that your handheld doesn't operate, it will store your information for about a week. In this case, there is enough power to store your information, but not to turn on your handheld. If your handheld doesn't turn on when you press the power button, recharge it immediately.
- Conserve battery life by doing any of the following:
  - **Adjusting the screen brightness**
  - **Reducing the Auto-off setting**
  - **Preventing your handheld from turning on by accident**
  - **Minimizing use of the expansion slot**

[!] IMPORTANT If your battery drains and you don't recharge it for an extended period of time, you can lose all the information on your handheld. If this happens, recharge your handheld, and then synchronize it with your computer. All of the applications and information from your last synchronization are transferred to your handheld.

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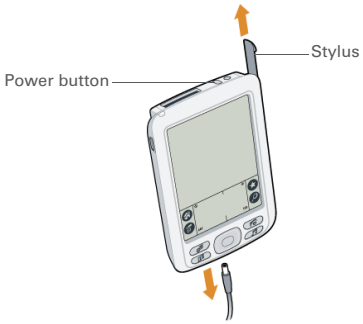
Step 2: Turning on your handheld for the first time

[!] Before You Begin
Be sure to fully charge your handheld, as described in Step 1.

Tip
After you set up your handheld, go to the Quick Tour to learn the basics.

1 Press the power button to turn it on.



2 **[&] OPTIONAL** Unplug the power adapter from your handheld.

3 Slide the stylus out of the slot.

4 Hold the stylus as you would hold a pen, and follow the onscreen instructions to set up your handheld.

Done

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Step 3: Installing your software

[!] Before You Begin
Set up a **profile** if you want to install the same set of information on several handhelds.

+ Did You Know?
When you upgrade, there's no need to delete the old desktop software first. When you install the new Palm Desktop software, all of your information transfers automatically to the new software.

✱ Tip
Take the interactive tutorial on the CD to learn how to create an appointment, set up your handheld's features for photos, video, and music, and more.

1

Insert the CD into your computer.

NOTE You need administrator rights to install Palm Desktop software on a computer running Windows 2000/XP or Mac OS X.

2

WINDOWS ONLY

Follow the onscreen instructions. If you're upgrading, select the username that you assigned to your old handheld.

MAC ONLY

a. Double-click the CD icon, and then double-click the Palm Desktop Installer icon.

b. Follow the onscreen instructions. If you're upgrading, select the username that you assigned to your old handheld.

Done **During installation, you're asked to connect your computer to your handheld. See Step 4.**

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Step 4: Connecting your handheld to your computer

In this step, you connect your handheld to your computer and **synchronize** for the first time. Synchronizing simply means that any information you enter in one place (your handheld or computer) is automatically updated in the other.

[!] IMPORTANT Be sure to synchronize your information at least once a day so that you always have an up-to-date backup copy of important information.

Tip
If the Select User dialog box appears during synchronization, select the username of the handheld you want to synchronize, and click OK.

Key Term
Third-party application
A software program that runs on a Palm OS handheld, but is not created or supported by palmOne, Inc.

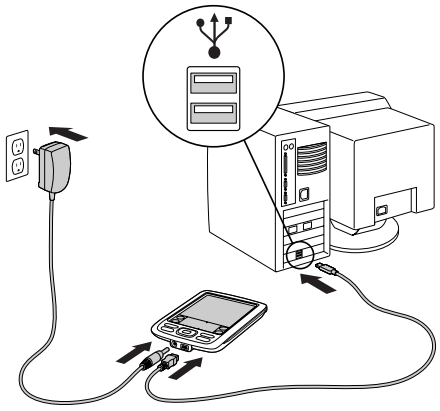
Tip
If you have problems with your new handheld after you synchronize, you may need to **update your third-party applications**.

1

Connect your handheld to your computer:

a. Plug the HotSync cable into a USB port on your computer.

b. Plug the cable into your handheld.



Continued

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2	Press the power button to turn on your handheld.
3	Continue with the onscreen instructions on your computer to **synchronize your handheld with your computer**. **Done**

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Switching to another desktop software application

WINDOWS ONLY

[!] Before You Begin
Synchronize your handheld with your current desktop software before switching to a new software application. This ensures that your new desktop software receives the most current information.

During CD installation, you chose a desktop software application to synchronize with your handheld. You may have chosen Palm Desktop software at that time. But if Microsoft Outlook already contains all of your contacts, appointments, tasks, and notes, you can change your synchronization method so that your handheld synchronizes with Outlook instead. You can also change from Outlook to Palm Desktop software.

NOTE If you choose to synchronize with Microsoft Outlook (Windows only), information from Contacts, Calendar, Tasks, and Memos is synchronized with Outlook. Other information, such as photos, videos, voice memos, and notes, is synchronized with Palm Desktop software.

1. Insert the CD into your computer.
2. Select Change your synchronization method.
3. Follow the onscreen instructions for the desktop software you want to use.

Done

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Using Profiles

Suppose your sales organization wants to distribute two dozen handhelds that all have a common company phone list, a set of memos, and several key applications. A user profile can be created to install this information before the handhelds are distributed to employees. When the employees synchronize for the first time, this common information becomes part of their user-specific information.

A user profile enables you to install the same information onto multiple Palm OS handhelds before each handheld is individualized with a unique username and user-specific information. A handheld that has a user profile installed can be given to anyone, because the handheld is not yet identified by a unique username. When the new user synchronizes for the first time, he or she gives the handheld a unique username.

NOTE Handhelds that are synchronized with a user profile must be either new ones that have never been synchronized or handhelds that have had their usernames and information removed by a hard reset.

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Creating a user profile

WINDOWS ONLY

Did You Know?
Save time by using the **File Link** feature or **importing** to quickly add information to a profile.

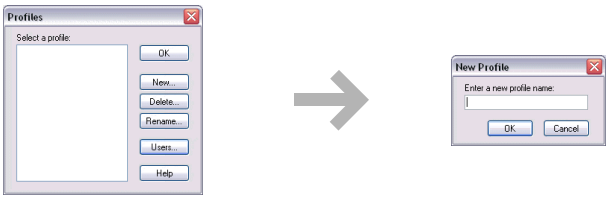
1

Open the New Profile screen:

a. Open Palm Desktop software.

b. From the Tools menu, select Users.

c. Click Profiles, and then click New.

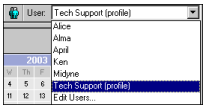


2

Enter a unique name for the profile, and click OK twice.

3

Select the profile from the User list, and create the info in Palm Desktop software for the profile.



Done

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MAC ONLY

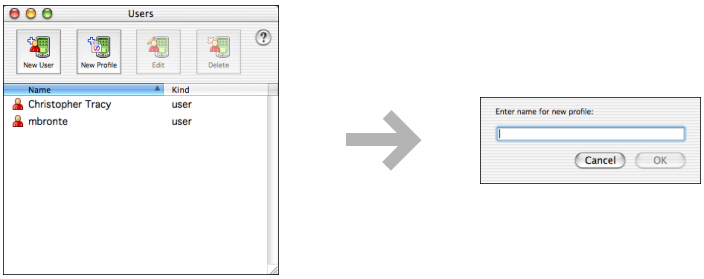
1

Open the New Profile screen:

a. Open Palm Desktop software.

b. From the User pop-up menu, select Edit Users.

c. Click New Profile.



2

Create the profile:

a. Enter a unique name for the profile, and click OK.

b. Close the Users window.

↘ Continued

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3 Select the profile from the User pop-up menu, and create the info in Palm Desktop software for the profile.

4 Set the profile's conduit settings:

a. From the HotSync menu, select Conduit Settings.

b. **Select the conduit settings** for the profile.

Done

Synchronizing with a user profile

WINDOWS ONLY

1 Begin synchronization:

a. Connect the HotSync cable to the USB port on your computer, and then insert the other end into the mini-USB connector on your handheld.

b. Make sure your handheld is on.

c. Tap Star.

Continued

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2 Transfer the profile information:

a. Click Profiles.

b. Select the profile you want to load on the handheld, and click OK.

c. Click Yes.

Install Profile?
Installing a profile will overwrite all data currently on the handheld.
Are you sure you want to do this?
Don't ask this question again
Yes
No

Done The next time you synchronize that handheld, Palm Desktop software prompts you to assign a username to the handheld.

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MAC ONLY

1

Begin synchronization:

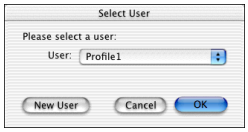
a. Connect the HotSync cable to the USB port on your computer, and then insert the other end into the mini-USB connector on your handheld.

b. Make sure your handheld is on.

c. Tap Star.

2

Select the profile you want to load on the handheld, and click OK.



Done **The next time you synchronize that handheld, Palm Desktop software prompts you to assign a username to the handheld.**

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Support
If you're having problems with setup or anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Synchronizing	• Synchronizing your handheld with Palm Desktop software or Microsoft Outlook on your computer • Synchronizing wirelessly using Bluetooth™ technology on your handheld • Using your company's network to synchronize information • Choosing whether or not to synchronize information for a specific application • Transferring information to your handheld from an outside source, such as a file containing your company's phone list
Installing and Removing	• Adding applications to your handheld • Installing additional software from the CD • Deleting applications from your handheld • Viewing application information
Customizing	• Adjusting the screen display • Reducing the Auto-off setting • Keeping your handheld from turning on accidentally
Common Questions	Answers to frequently asked questions about setup

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CHAPTER 2

Exploring Your Handheld

In this chapter

Locating the controls on your handheld

What's on the screen?

What software is on my handheld?

What's on the CD?

Related topics

Whether you're at work, at home, or on the go, you'll quickly understand why handhelds are also called personal digital assistants (PDAs). Like a good personal assistant, your handheld helps you keep track of your schedule, your business and personal contacts, your to-do list, your memos, even your photos and videos.

Handhelds are for fun, too. You can take pictures and create digital photo albums, play games, and read eBooks. Insert expansion cards (sold separately) to listen to music, to capture videos, or to enjoy useful reference software and more.

Benefits of your Zire™ 72 handheld

- Capture and view photos and videos with the built-in camera
- Play music
- Stay in touch with wireless connectivity
- Save time and stay organized
- Travel light
- Protect your information

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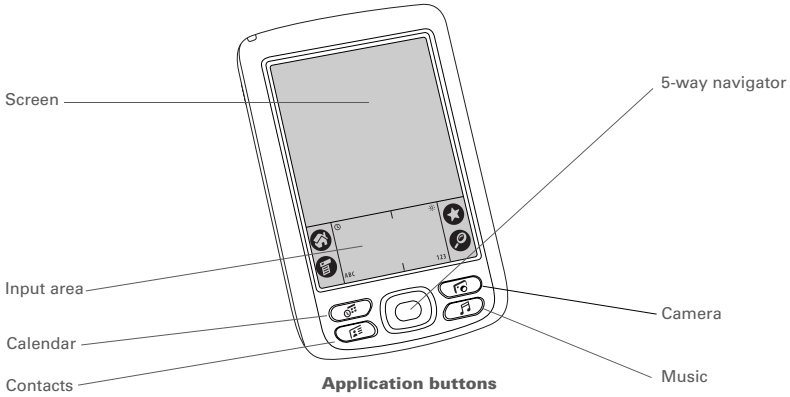
Locating the controls on your handheld

Front panel controls



Screen	Displays the applications and information on your handheld. The screen is touch-sensitive.
Input area	Lets you enter info with **Graffiti® 2 writing** or open the **onscreen keyboard**.
5-way navigator	Helps you move around and select info to display on the screen.
Application buttons	Open the Calendar, Contacts, Camera, and Music (RealOne® Mobile Player) applications.

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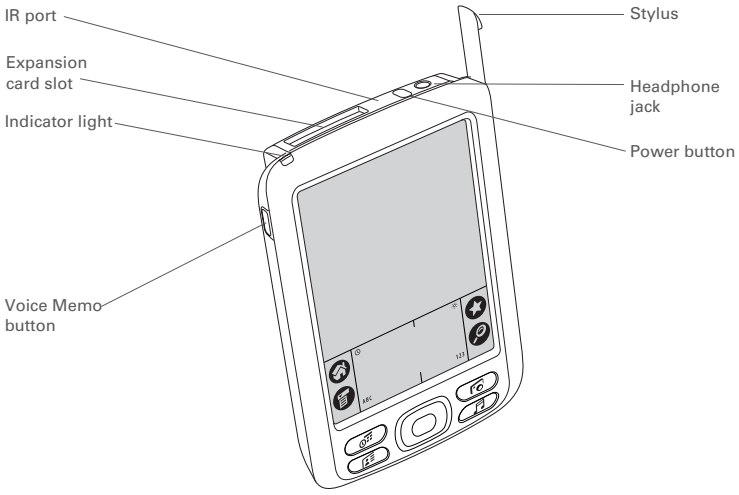
Top and side panel controls

» **Key Term**
IR Short for *infrared*. Beaming uses infrared technology to send information between two IR ports that are within a few feet of each other.

+ **Did You Know?**
Beaming lets you quickly share appointments, addresses, phone numbers, and more.



IR port	**Beams information** between handhelds and other devices that have an IR port.
Expansion card slot	Lets you insert expansion cards (sold separately) to play music, back up info, and add memory, applications, and accessories to your handheld.

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Power button	Turns your handheld on or off and lets you turn **Keylock** on (if active).
Indicator light	Lets you know the charging status when your handheld is attached to the power adapter, and notifies you when alert messages appear.
Headphone jack	Lets you connect a standard 3.5 mm stereo headset (sold separately) to your handheld so you can listen to music and other audio applications.
Voice Memo button	Records a voice memo when you press and hold this button.
Stylus	Lets you enter information on your handheld. To use the stylus, slide it out of the slot and hold it as you would a pen or pencil. Using your fingertip instead of the stylus is OK, but don't use your fingernail, a real pen, or any other sharp object to touch the screen.

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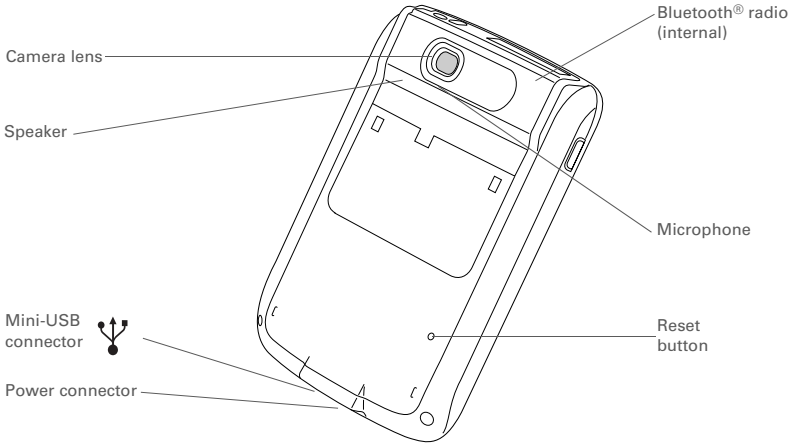
Back panel controls

» **Key Term**
USB The type of connector or cable that's commonly used to connect accessories to a computer.



Camera lens	Lets you take a picture with the built-in digital camera.
Speaker	Lets you listen to alarms, game and system sounds, and music.
Microphone	Lets you record sound when capturing videos with the built-in camera and when creating voice memos.
Reset button	**Resets your handheld** if it *freezes* (stops responding).
Power connector	Lets you connect the power adapter to your handheld so you can charge it.

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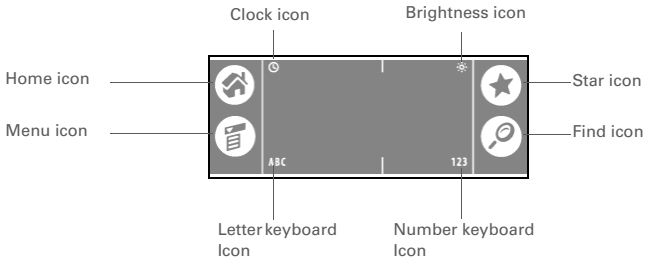
Mini-USB connector	Lets you connect your handheld to your computer, using the HotSync® cable, so you can **synchronize**.
Bluetooth radio (internal)	Enables your handheld to connect with other devices (sold separately) that use **Bluetooth communication**.

What's on the screen?

Your handheld includes many features that make it easy to use. Among them are the input area and the common elements that appear on the screen in each of the applications. Once you learn how to use them in one application you can easily use them in all the others.

Input area

Tapping the icons in the input area does the following:



Clock icon	Displays the current time and date. The display closes automatically after two seconds. See **Setting the date and time** and **Managing Clock Settings** for more information.
Brightness icon	Opens the Adjust Display dialog box where you can set the brightness of your handheld's display. See **Adjusting the brightness** for instructions.

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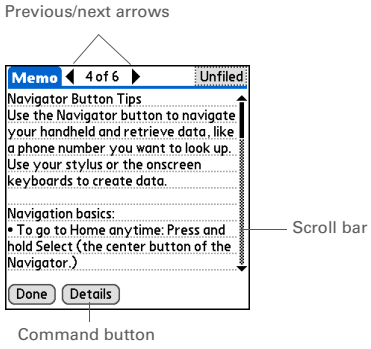
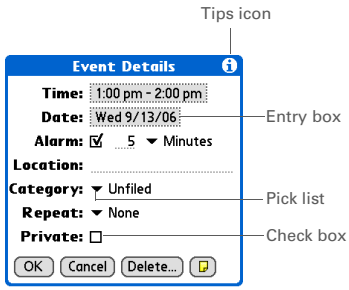
Home icon	Displays the Home screen where you can open applications. See **Opening applications** for more information.
Menu icon	Opens the menus, where you can select items that provide access to other features. See **Using menus** for more information.
Star icon	Opens the application assigned to this icon. By default, tapping this icon synchronizes your handheld with your computer. See **Synchronizing Your Handheld with Your Computer** for more information.
Find icon	Opens the Find dialog box where you can search for information. See **Finding information** for more details.
Letter keyboard icon	Opens the alphabetic keyboard. See **Entering information with the onscreen keyboard** for details.
Number keyboard icon	Opens the numeric keyboard. See **Entering information with the onscreen keyboard** for details.

Application controls

» **Key Term**
Slider The solid area on the scroll bar. The slider moves to indicate the relative position within the entry or list.

✱ **Tip**
You can also **use the navigator** to select an item from a pick list and to select some command buttons.


Previous/next arrows
Memo
4 of 6
Unfiled
Navigator Button Tips
Use the Navigator button to navigate your handheld and retrieve data, like a phone number you want to look up.
Use your stylus or the onscreen keyboards to create data.
Navigation basics:
• To go to Home anytime: Press and hold Select (the center button of the Navigator.)
Done
Details
Scroll bar
Command button



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Previous/next arrows	Tap the left and right arrows to view the previous and next entry; where up and down arrows appear, tap them to view the previous and next screens of information.
Scroll bar	Drag the slider, or tap the top or bottom arrow, to scroll the display one line at a time. To scroll to the previous screen, tap the scroll bar just above the slider. To scroll to the next screen, tap the scroll bar just below the slider.
Command button	Tap a button, such as OK, Cancel, or Details to perform a command or to open a dialog box. Command buttons appear at the bottom of dialog boxes and application screens.
Tips icon	Tap the Tips icon to view shortcuts and other useful information for the screen where the icon is located. When you're finished viewing the tip, tap Done.
Entry box	Tap an entry box to open a dialog box where you can enter info for that field.
Pick list	Tap the arrow to display a list of choices, and then tap an item in the list to select it.
Check box	Tap a check box to select or deselect it. When a check box contains a checkmark, the corresponding option is selected and on. When a check box is empty, the corresponding option is deselected and off.

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What software is on my handheld?

Your handheld comes with many applications preinstalled and ready to use. Open these applications by pressing the application buttons on the front panel or by selecting the icons on the Home screen.

Tip
Can't find some of these applications? Tap the category list in the upper-right corner of the Home screen and select All.

Quick Tour	Learn about your handheld and how to enter info.
Bluetooth	Set up wireless connections to a mobile phone, network, or computer for sending and receiving information.
Calculator	Do basic math calculations such as splitting restaurant bills and figuring tips.
Calendar	Manage your schedule, from lunch with a friend, to weekly meetings, to annual events like holidays, to extended events like conferences and vacations. Even color-code your schedule by category.
Camera	Capture photos and videos. Use the Media application to view and organize them. (Expansion card required for videos; sold separately.)
Card Info	View information about an expansion card seated in the expansion card slot.
Contacts	Store names and addresses, phone numbers, e-mail and web site addresses—even photos and birthdays. Organize your contacts into categories.
Expense	Track business or travel expenses and print expense reports after you synchronize with your computer.
HotSync	Synchronize the info on your handheld with the info on your computer.
Media	View and organize photos and videos. Use the Camera application to capture them. (Expansion card required for videos; sold separately.)
Memos	Capture information such as meeting notes, lists of books to read, movies to see, recipes, and anything else you need to write down.

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Note Pad	Write on the screen in your own handwriting or draw a quick sketch.
Prefs	Customize your handheld's sound levels, colors, security, and more.
palmOne Messages	Send and receive short text (SMS) and multimedia (MMS) messages using the built-in Bluetooth technology on your handheld.
palmOne WebPro	Browse your favorite sites on the web using the built-in Bluetooth technology on your handheld. (Internet connection required.)
RealOne	Carry music on an expansion card (sold separately), create playlists, and listen to music on your handheld. This application also includes desktop software (Windows only). Both Mac and Windows users can use RealOne Player on the handheld.
Tasks	Stay on top of your to-do list. Enter things you need to do, prioritize them, set alarms, and then monitor your deadlines.
Voice Memo	Record voice clips using the built-in microphone.
World Clock	Set the time in your home city and two other locations, and set an alarm to wake you up.

Tip
To learn how to install the desktop software from the CD, see **Step 3: Installing your software**.

Tip
To learn how to install extra handheld software from the CD, see **Installing the additional software from the CD**.

What's on the CD?

The CD includes desktop software for your computer and additional software for your handheld.

The desktop software lets you use your computer to view, enter, and manage info for many of the applications on your handheld. Make sure you install the desktop software so that you can back up the info on your handheld onto your computer.

The additional handheld software lets you do more things with your handheld. When you set up your handheld you may have already installed some (or all) these applications. You can install any remaining applications at any time.

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Your CD includes titles such as the following:

Palm® Desktop software	View, enter, manage, and back up info for Calendar, Contacts, Tasks, Memos, and Expense on your computer. You can also view, manage, and back up info for Note Pad, Voice Memo, and Media (Media is Windows only). When you **synchronize your handheld with your computer**, the info is updated in both places. This application installs automatically during the initial CD installation process.
palmOne™ Quick Install	Transfer applications and other files from your computer to your handheld or to an expansion card that is seated in the expansion slot (Windows only). This application installs automatically during the initial CD installation process.
Send To Handheld droplet	Transfer applications and other files from your computer to your handheld or to an expansion card that is seated in the expansion slot (Mac only). This application installs automatically during the initial CD installation process.
Getting Started Guide	Keep the Getting Started Guide with you and view it on your handheld.
Documents To Go	Create, view, and edit files that are compatible with Microsoft Word and Excel. This application from DataViz has a companion application on your computer where you can find complete documentation (desktop software is Windows only).
palmOne VersaMail™	Send, receive, and manage e-mail messages wirelessly using the built-in Bluetooth technology on your handheld or by synchronizing with your Windows computer.
AudiblePlayer	Listen to newspapers, books, public radio, language instruction, and more (additional fees may apply). Windows only.

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RealOne Player	Carry music on an expansion card (sold separately), create playlists, and listen to music on your handheld. This application also includes desktop software (Windows only). Both Mac and Windows users can use RealOne Player on the handheld.
Windows Media Player/ Direct X	Works with the palmOne™ Media application. You need to install this software on your computer to view videos in Palm Desktop software (Windows only). **NOTE** You cannot view video clips that you capture on your handheld on a Mac computer. For more information, go to **www.palmOne.com/support/intl**.
Java Technologies	Access more software and functions after you download WebSphere Micro Environment to run Java (J2ME) on your handheld. (Download requires Internet connection.)
Handmark Solitaire	Enjoy hours of entertainment with this solitaire game.
powerOne Calculator	Calculate math and business solutions with this enhanced calculator.
Adobe Reader for Palm OS	View PDF files that are tailored to fit your handheld's screen.
Palm Reader	Purchase and download eBooks from the web so you can read them when you want, where you want.

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Support
If you're having problems with your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Setup	Installing the desktop software from the CD
Entering Information	• Entering information with Graffiti 2 characters and shortcuts • Entering information with the onscreen letter and number keyboards
Moving Around	• Opening applications and using menus • Finding information
Synchronizing	Synchronizing your handheld with your computer
Sharing	• Beaming information and applications to other Palm OS® handheld users • Sending information and applications to other Bluetooth devices by using Bluetooth technology on your handheld
Installing and Removing	Installing additional software from the CD
World Clock	Viewing the current date and time
Customizing	• Setting the current date and time • Adjusting the brightness of the display • Preventing your handheld from turning on by accident

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Maintaining	• Caring for your handheld • Resetting your handheld
Common Questions	Answers to frequently asked questions about your handheld

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CHAPTER 3

Moving Around in Applications

In this chapter

Opening applications

Using menus

Using the 5-way navigator

Finding information

Related topics

Have you ever been to a new city and felt a bit lost until you figured out that the numbered streets run North/South and the avenues run East/West? Learning to move around your handheld is similar. Most Palm OS® applications use the same set of application controls. So once you learn how to use these standard controls, you'll be driving all over town and you won't even need a map.

Benefits of your Zire™ 72 handheld

- Find and open applications quickly
- Access extra features with menus
- Move around applications with one hand using the 5-way navigator
- Locate information in any application with the Find feature

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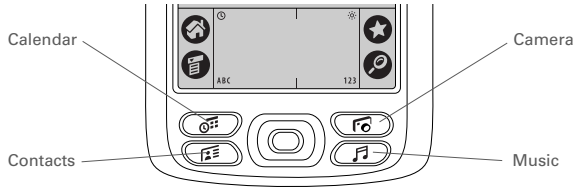
Opening applications

You can open applications with the application buttons on the front of your handheld or with the application icons on the Home screen.

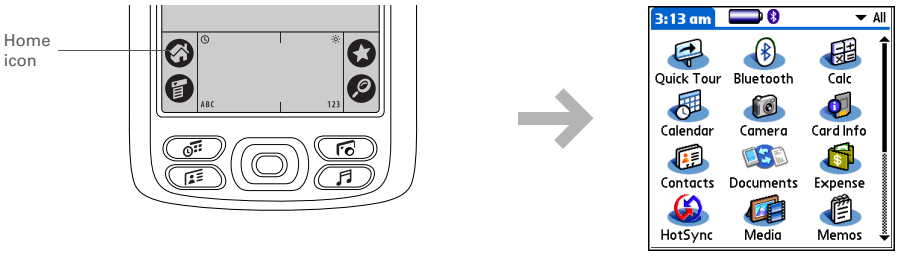
Using the application buttons

Press an application button to turn on your handheld and to open the application for that button.



Using the Home screen

Turn on your handheld, tap Home, and tap an application icon, such as Note Pad.



Did You Know?
You can **reassign the application buttons** to open whichever applications you choose.

Tip
Handheld on already? Tap the Home icon to go to the Home screen.

Did You Know?
You can **use a favorite photo as the background** for your Home screen.

Tip
Don't want to scroll through icons on the Home screen? Write the first letter of the application name in the input area to jump to the first application that begins with that letter.

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Switching between applications

You can switch between applications at any time. Just tap Home and select an icon on the Home screen or press an application button. Your handheld automatically saves your work in the current application and switches to the other application.

Using menus

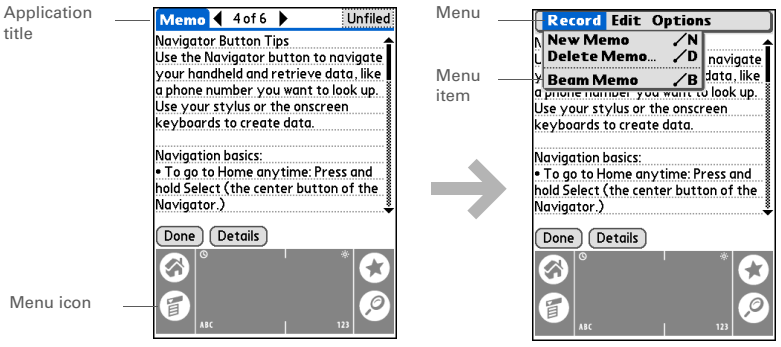
Menus let you access additional features and settings. They are easy to use, and once you master them in one application, you know how to use them in all your applications.

Tip
You can also open the handheld menus by tapping the application title in the upper-left corner of the screen.

When the menus are open, you can **use the navigator** to select menus and menu items.

1 **Open an application**.

2 Tap Menu to open the menus.



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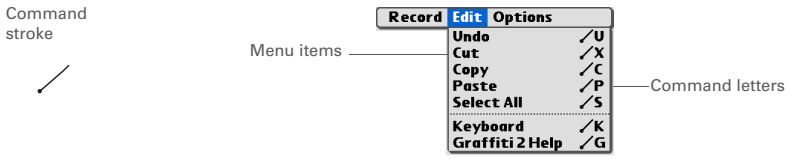
3 Tap a menu title, and then tap a menu item.

Done

Using the Command stroke

Most menu items also have a Graffiti® 2 command letter, which is similar to the keyboard shortcuts used on computers. The command letter appears to the right of the menu item.

To use a command letter, first write the Graffiti 2 Command stroke on the left side of the input area, and then write the command letter. For example, to select Paste from the Edit menu, write the Command stroke, followed by the letter *p*.



NOTE When you write the Command stroke the Command toolbar appears. See the next section for info on using the Command toolbar.

Tip
Command mode is active for just a few seconds, so write the command letter or tap an icon on the Command toolbar quickly.

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Using the Command toolbar

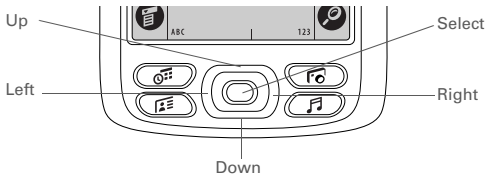
The Command toolbar displays different icons based on the active screen. For example, if you have text selected, the icons might be Cut, Copy, and Paste. If no text is selected, the icons might be Beam, Undo, and Delete.

To use the Command toolbar, write the Command stroke to display the Command toolbar, and then tap an icon to select its command.

Using the 5-way navigator

The 5-way navigator, located at the bottom of the front panel, lets you access information quickly with one hand and without the stylus.To use the navigator, press Up, Down, Right, or Left; or press Select in the center.

The navigator does various things based on which type of screen you're on.



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Moving around the Home screen

In the Home screen, use the navigator to select and open an application.

Right or Left Scrolls to the next or previous application category.

Select

- Inserts the selection highlight with a single press. When the selection highlight is present:

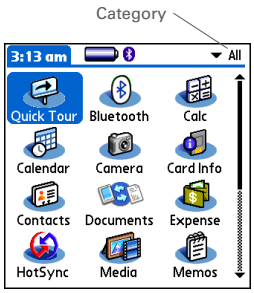
  Up, Down, Right, or Left Scrolls to the next icon in the corresponding direction.

  Select Opens the selected application.

- Holding down Select opens the category list. When the category list is open:

  Up or Down Scrolls to the next or previous category in the list.

  Select Displays the selected category.



Tip
To remove the selection highlight without making a selection, scroll to the first icon (in the upper-left corner), and then press Left on the navigator.

Tip
From most applications you can return to the Home screen by holding down Select on the navigator.

Tip
If the built-in camera is open, you can also press Select to **take a photo**.

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Moving around list screens

In list screens, use the navigator to select and move between entries such as a note, memo, contact, or photo.

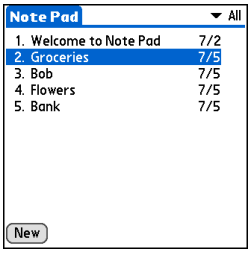
Up or Down Scrolls an entire screen of entries, as long as there's nothing highlighted. Hold down to accelerate the scrolling.

Select Inserts the selection highlight. When the selection highlight is present:

Up or Down Scrolls to the previous or next entry.

Select Displays the selected entry.

Left Removes the selection highlight.



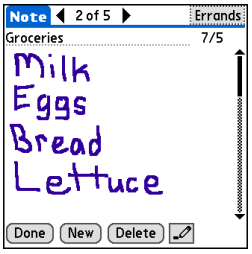
Moving around record screens

In record screens, use the navigator to scroll within the current entry or between entries.

Up or Down Scrolls within the current entry.

Right or Left Scrolls to the previous or next entry (not available in Contacts).

Select Returns to the list screen.



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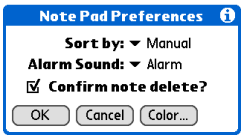
Moving around dialog boxes

Dialog boxes appear when you select a button or option that requires you to provide additional information. In dialog boxes, use the navigator to select a button.



Select Activates a button, and then closes the dialog box. The number of buttons in the dialog box determines which button Select activates:

One button Activates that button.

Two or more buttons Activates the action button (versus Cancel) such as OK, Yes, or Delete.

[!] IMPORTANT Read dialog boxes carefully. Selecting a button such as OK or Yes may cancel an action or delete information.

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Moving around menus

After you **open the menus** you can use the navigator to move between and to select menu items:

Up or Down	Scrolls within the current menu list.
Right or Left	Scrolls to the next or previous menu on the menu bar.
Select	Selects the highlighted menu item.

Moving around pick lists

Access pick lists by tapping the triangle next to an option on the screen. When the pick list is open, use the navigator to scroll through the list and select an item.

Up or Down	Scrolls within the pick list.
Select	Selects the highlighted item.

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Finding information

You can use Find to locate any word or phrase in any application on your handheld. Find locates any words that begin with the text you enter and is not case sensitive. For example, searching for "plane" finds "planet" but not "airplane." Searching for "davidson" also finds "Davidson."

NOTE Find does not search applications on expansion cards.

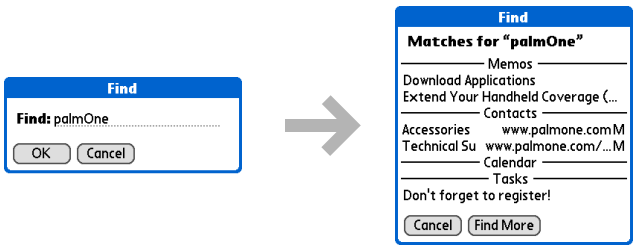
Tip
If you select text in an application before you tap Find, the selected text automatically appears in the Find dialog box.

Did You Know?
In most applications you can also use **Phone Lookup** to enter a contact's info in another application.

Tip
Want to stop searching? Tap Stop at any time during a search. To continue the search, tap Find More.

1 Tap Find.

2 Enter the text that you want to find, and then select OK.



3 Tap the text that you want to review.

Done The entry you tapped appears on the screen.

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Support
If you're having problems with your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Exploring	• Locating the controls on your handheld • Discovering the built-in software on your handheld and the additional software on the CD • Getting familiar with the input area and onscreen application controls
Entering Information	• Entering information with Graffiti 2 characters and shortcuts • Entering contact information in other applications
Sharing	• Beaming information and applications to other Palm OS® handheld users • Sending information and applications to other Bluetooth® devices by using Bluetooth technology on your handheld
Privacy	Keeping information private by turning on security options
Categories	Creating categories and organizing your applications and information
Installing and Removing	• Adding and deleting applications on your handheld • Viewing application information
Customizing	• Using a photo as the Home screen background • Viewing the Home screen in list format • Organizing your applications into categories

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Maintaining	Caring for your handheld
Common Questions	Answers to frequently asked questions about using your handheld and its applications

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Entering Information

In this chapter

How can I enter information?

Entering information with Graffiti 2 writing

Entering information with the onscreen keyboard

Entering information with your computer

Importing information from other applications

Restoring archived items on your computer

Entering info from Contacts into another application

Editing information

Related topics

Whether you're scheduling a meeting with your daughter's teacher or adding a new restaurant to your Contacts list, you need to get that information into your handheld. There are several ways to do this.

You may find that you prefer one method if you're entering a small amount of information, while another works best for large amounts. Choose the one that's right for any situation.

Benefits of entering information

- Enter information on your handheld or at your desk
- Choose the method that works best for your situation

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How can I enter information?

- **Graffiti® 2 writing** (see below)
- **The onscreen keyboard**
- **Palm® Desktop software or Microsoft Outlook on your computer**
- **Import information from other applications**
- **Phone Lookup**
- **Note Pad**
- **Receive information beamed from another Palm OS® handheld**
- **Bluetooth® technology**
- **Install Documents To Go from the CD** to transfer files in Microsoft Word, Excel, or PowerPoint to your handheld

The most popular methods are using Graffiti 2 writing, the onscreen keyboard, and Palm Desktop software or Microsoft Outlook on your computer.

Entering information with Graffiti 2 writing

You can enter info directly on your handheld with Graffiti 2 writing. Graffiti 2 writing includes any character you can type on a standard keyboard. Entering these characters on your handheld is very similar to the way you naturally write letters, numbers, and symbols. But instead of using a pen and paper, you use the stylus and the input area on your handheld. With only a few minutes of practice, you can learn to use Graffiti 2 writing—and help is always only a tap away.

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Writing Graffiti 2 characters

+ Did You Know?
You can set up your handheld so you can **write on the entire screen** with Graffiti 2 writing.

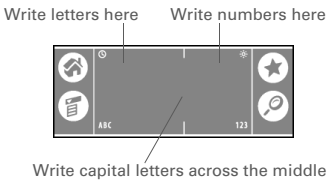
+ Did You Know?
Graffiti 2 writing automatically capitalizes the first letter of a sentence or a new entry.

1 **Open an application** you use to enter information, like Calendar.

2 Tap the screen where you want your character to appear.

3 Position the stylus in the correct part of the input area.

[!] IMPORTANT If you don't make Graffiti 2 strokes in the input area, your handheld does not recognize them as text characters.



4 Write the characters exactly as shown in the tables that follow these steps. Be sure to start each stroke at the heavy dot.

5 Lift the stylus at the end of the stroke.

Done **When you lift the stylus from the screen, your handheld recognizes the stroke immediately and prints the character at the insertion point on the screen.**

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Keys to success with Graffiti 2 writing

Keep these guidelines in mind when using Graffiti 2 writing:

- Write the characters exactly as shown In the following tables. Don't write the dot. It's only there to show you where to begin writing the character.
- The Graffiti 2 writing area has two sections. Write lowercase letters on the left, numbers on the right, and capital letters across the middle.
- Write at a natural speed, and do not write on a slant.
- Press firmly.
- Write large characters.

If you're already familiar with Graffiti writing from an older Palm OS handheld, Graffiti 2 writing will be easy to master. Characters are entered in exactly the same way, except for *i*, *t*, *k*, and the number *4*. These letters are now made with two strokes, just the way you would write them if you were using a pen and paper.

Also, you no longer have to use the punctuation shift stroke for common punctuation like periods, commas, or @. Just write these characters on the correct side of the input area and your handheld immediately recognizes them.

+ Did You Know?
Graffiti 2 characters made with 2 strokes are recognized after the second stroke.

+ Did You Know?
Write uppercase letters the same way you write lowercase ones. The only difference is where you write them.

*** Tip**
Your handheld has tables displaying all of the Graffiti 2 characters, short cuts, and commands. **Customize your handheld** so you can display these characters by drawing a line from the bottom of the screen to the top.

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Tip
You can **select alternate ways to write some Graffiti 2 characters**. Choose the method that's most natural for you.

Tip
Customize your handheld so that you can **use the entire screen to enter Graffiti 2 characters**, not just the input area.

Graffiti 2 alphabet

Write lowercase letters on LEFT side, and capital letters across MIDDLE of input area

Letter	Stroke	Letter	Stroke	Letter	Stroke	Letter	Stroke
A		B		C		D	
E		F		G		H	
I		J		K		L	
M		N		O		P	
Q		R		S		T	
U		V		W		X	
Y		Z					

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Graffiti 2 numbers

Write numbers on RIGHT side of input area			
Number	Stroke	Number	Stroke
0		1	
2		3	
4		5	
6		7	
8		9	

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Graffiti 2 punctuation marks

Write these marks on LEFT side of input area

Mark	Stroke	Mark	Stroke
Period .		Ampersand &	
Comma ,		Carriage return	
Apostrophe '		At @	
Space		Quotation mark "	
Question mark ?		Tab	
Exclamation point !			

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Write these marks on RIGHT side of input area

Mark	Stroke	Mark	Stroke
Period .		Backslash \	
Comma ,		Slash /	
Tilde ñ		Left parenthesis (	
Dash –		Right parenthesis)	
Plus +		Equal sign =	
Asterisk *			

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Graffiti 2 accented characters

For accented characters, write the letter on the left side of the input area, and then write the accent on the right side of the input area.

Tip
Get help writing any of the Graffiti 2 characters in most applications. **Open the Edit menu** and select Graffiti 2 Help.

Write these marks on RIGHT side of input area			
Accent	Stroke	Accent	Stroke
Acute á		Dieresis ä	
Grave à		Circumflex â	
Tilde ã		Ring å	

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Graffiti 2 gestures

Write gestures on LEFT side, or across the middle of input area

Gesture	Stroke	Gesture	Stroke
Cut		Paste	
Copy		Undo	

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Writing Graffiti 2 symbols and other special characters

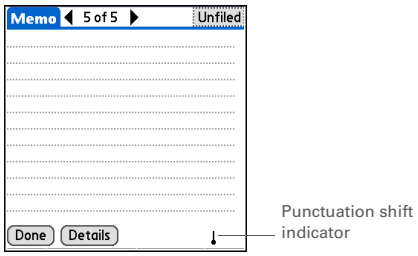
Symbols and other special characters can be written on either side of the input area, using the Punctuation Shift stroke:

Tip
If you accidentally enter the Punctuation Shift stroke, enter it again to cancel it, or wait a moment and it automatically disappears.

Did You Know?
Writing two Punctuation Shift strokes cancels the automatic capitalization of the first letter of a new entry or sentence.

1 Enter the Punctuation Shift stroke.

When Punctuation Shift is active, an indicator appears in the lower-right corner of the screen.



2 Write the symbol or other special character shown in the following table.

You can write a symbol or special character anywhere in the input area.

3 Enter another Punctuation Shift stroke to finish the character and to make it appear more quickly.

Done **Once the Punctuation Shift indicator disappears, you see the character.**

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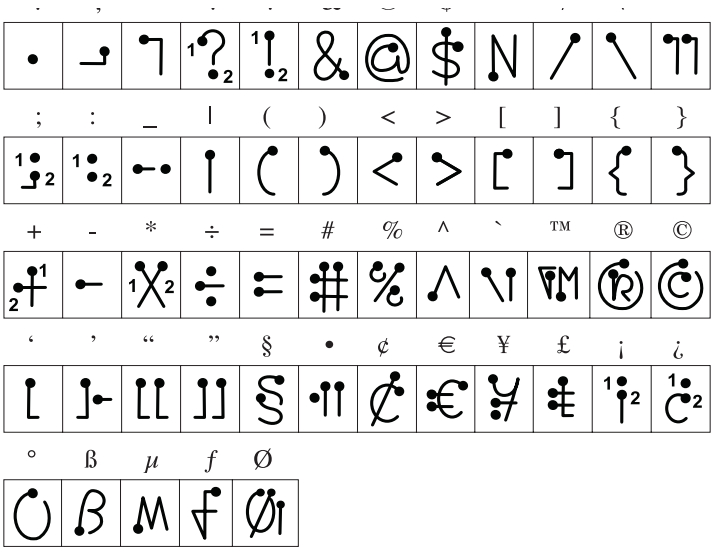
Graffiti 2 symbols and special characters

Write symbols on EITHER side of input area



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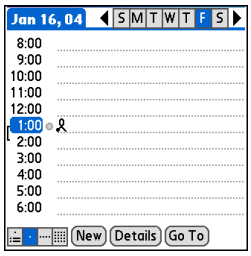
Writing Graffiti 2 ShortCuts

Graffiti 2 contains several ShortCuts to make entering common information easier. For example, when you write the ShortCut stroke followed by *dts*, you automatically enter the current date and time. You can also **create your own ShortCuts**.

1 Write the ShortCut stroke . This stroke appears at the insertion point.



2 Write the ShortCut character from the following table.

You can write ShortCuts on the left-hand side of the input area, or across the middle.

Done **The ShortCut stroke is replaced by the text the character represents.**

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Graffiti 2 ShortCuts

Write ShortCuts on LEFT side, or across MIDDLE of input area			
Entry	ShortCut	Entry	ShortCut
Date stamp	ds	Time stamp	ts
Date/time stamp	dts	Meeting	me
Breakfast	br	Lunch	lu
Dinner	di		

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Entering information with the onscreen keyboard

You can use the onscreen keyboard in any application where you need to enter text, numbers, or symbols on your handheld.

» **Key Term**
Entry An item in an application such as a contact in Contacts or an appointment in Calendar.

✱ **Tip**
You can enter text whenever you see a blinking cursor on the screen.

1

Open an entry:

a. **Open an application**.

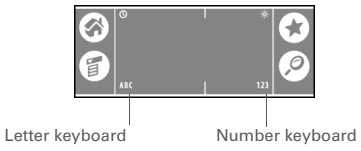
b. Select an entry or tap New.

2

Tap one of the following to open an onscreen keyboard:

ABC Opens the letter keyboard.

123 Opens the number keyboard.



↘ **Continued**

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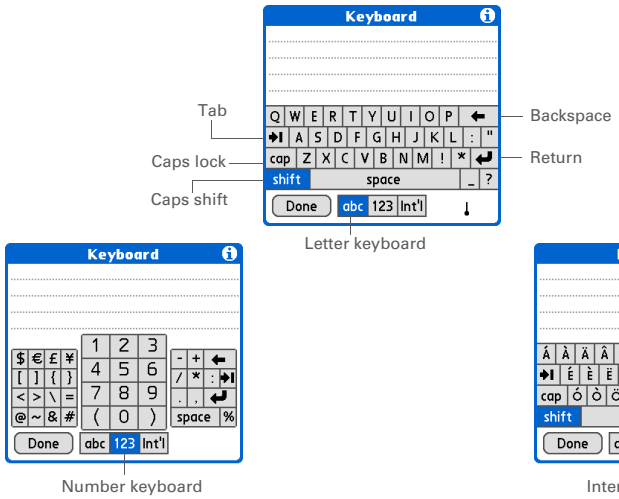
Tip
When a keyboard is open, you can tap abc, 123, or Int'l to open any of the other keyboards.

3 Tap the characters to enter text, numbers, and symbols, and then select Done.



Done

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Entering information with your computer

Do you have a lot of information to enter on your handheld? Consider entering it in Palm Desktop software or Microsoft Outlook on your computer. When you **synchronize your handheld with your computer**, the information is updated in both places.

NOTE If you choose to **synchronize with Microsoft Outlook** (Windows only), info from Contacts, Calendar, Tasks, and Memos is synchronized with Outlook. Other info, such as photos and notes, is synchronized with Palm Desktop software.

WINDOWS ONLY

1 Open an application in Palm Desktop software:

a. Double-click the Palm Desktop icon on your computer desktop.

b. Click the icon in the launch bar to open the application.

Continued

Tip
The Palm Desktop online Help has lots of info about how to use Palm Desktop software. Open the Help menu and select Palm Desktop Help.

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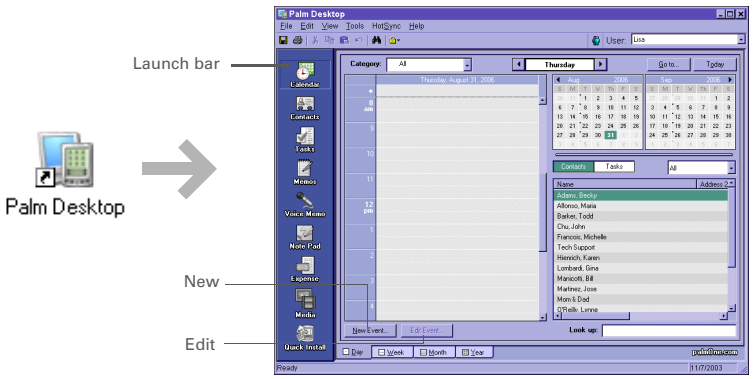

2 Do one of the following:

- Click New in the lower-left corner of the screen to create a new entry.
- Click an existing entry, and then click Edit in the lower-left corner of the screen.

3 Enter the information, and then click OK.

↘ Continued

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4 **Synchronize your handheld with your computer.**

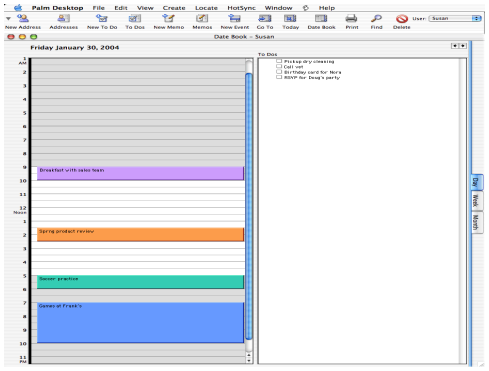
Done

MAC ONLY

1 Open an application:

a. Double-click the Palm Desktop icon in the Palm folder on your computer.

b. Click the icon in the toolbar to open the application.



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2	Do one of the following: • Click New in the upper-left corner of the screen to create a new entry. • Click an existing entry, and then click Edit in the upper-left corner of the screen.
3	Enter the information, and then click OK.
4	**Synchronize your handheld with your computer.** **Done**

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Importing information from other applications

Do you have information on your computer in spreadsheets or databases and want to transfer it to your handheld? Don't spend time retyping it. Instead, import the info into Palm Desktop software.

Palm Desktop software can import the following types of files:

Calendar vCal/iCal (VCS/ICS) and Calendar archive (DBA)

Contacts vCard (VCF), comma-delimited (CSV, TXT), tab-delimited (TAB, TSV, TXT), Contacts archive (ABA)

Memos Comma-delimited (CSV, TXT), tab-delimited (TAB, TSV, TXT), Memos archive (MPA), Text (TXT)

Tasks Tasks archive (TDA)

WINDOWS ONLY

1 Save the file on your computer in one of the accepted formats.

2 Import the file into Palm Desktop software:

a. Double-click the Palm Desktop icon on your computer desktop.

b. Click the icon in the launch bar for the application you want to import the information into.

↘ Continued

Tip
Palm Desktop Help has lots of information about importing from other applications, including step-by-step instructions. Open the Help menu in Palm Desktop software and select Palm Desktop Help for more details.

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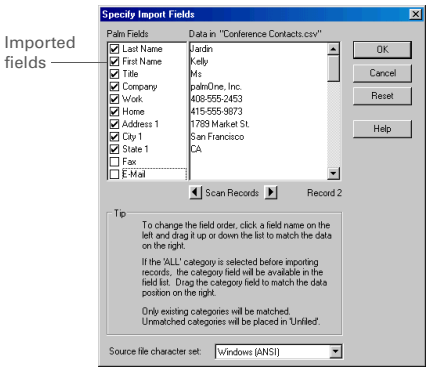
Cont'd.

c. Click File, and then click Import.

d. Follow the onscreen instructions to map the fields in your file to the fields in Palm Desktop software, and import the file.



3

Synchronize your handheld with your computer.

Done

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MAC ONLY

1. Save the file on your computer in one of the accepted formats.
2. Import the file into Palm Desktop software:
   a. Double-click the Palm Desktop icon in the Palm folder on your computer.
   b. Click the icon on the toolbar for the application into which you want to import information.
   c. Click File, and then click Import.
   d. Follow the onscreen instructions to import the file.
3. **Synchronize your handheld with your computer.**

   Done

Restoring archived items on your computer

In many applications, you can save a copy of an item that you deleted from your handheld or desktop software to an archive folder on your computer. This frees up space on your handheld, while ensuring the information is available if you need it in the future.

You can restore individual entries or an entire archive file to the related application in your desktop software. The Palm Desktop online Help and the Microsoft Outlook online Help have lots of info about how to restore archived files. Refer to these Help files for details.

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Entering info from Contacts into another application

Having lunch with someone whose info you have in Contacts? Use Phone Lookup to quickly enter their name and phone number into the appointment you create in Calendar. This feature is available in Calendar, Memos, Tasks, and Expense.

1 Open an entry:

a. **Open an application**.

b. Select an entry or tap New.
In Expense only: Tap Details, and then tap Attendees.

2 Add the Contact from Phone Lookup:

a. Tap where you want to enter the Contact.

b. **Open the menus** .

c. Select Options, and then select Phone Lookup.

↘ Continued

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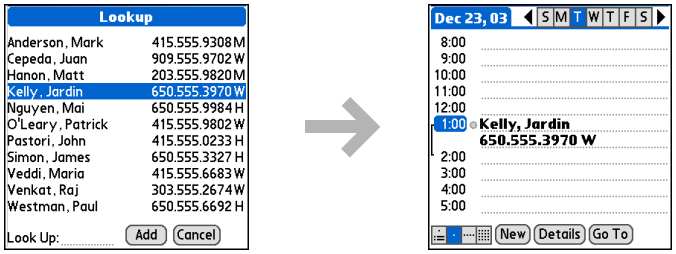
Cont'd.

d. Select the contact, and then select Add.



3 **[&] OPTIONAL** To add another contact, repeat step 2.

Done **The name and phone number of the contact are automatically entered.**

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Editing information

Editing information on your handheld is similar to editing with word-processing applications on your computer. Select the information, and then apply the correct command.

Selecting information

There are several ways to select information that you want to edit or delete.

Selecting text	Place the cursor before or after the text you want to select, and drag the cursor over all the text you want to select.
Selecting a word	• Tap twice on a word to select it. • Place the cursor before or after the word, and drag it over the word to select it.
Selecting a line	• Tap three times anywhere in a line to select it. • Place the cursor before or after the line, and drag it over the line to select it

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Copying and pasting information

Copying and pasting information on your handheld is similar to editing with word-processing applications on your computer.

1 **Select the information** you want to copy.

2 Copy the information:

a. **Open the menus** .

b. Select Edit, and then select Copy.

3 Tap where you want to paste the information.

4 Select Edit, and then select Paste.

Done

Tip

There are even faster ways to copy and paste information:

- Use **Graffiti 2 gestures**
- Use the **Graffiti 2 Command stroke** and the command letter for cut, copy, or paste (/*X*, /*C*, /*P*)
- Select the text, write the command stroke, and then tap the icon for cut or copy. Move to the place where you want to place the info, write the command stroke again, and tap the icon for paste.

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Deleting information

Delete all or part of an entry with the Cut command.

Tip
Delete information with **Graffiti 2 writing**. Select the information, and then draw a line from right to left in the input area.

1. **Select the information** you want to delete.

2. Delete the information:
   a. **Open the menus** .
   b. Select Edit, and then select Cut.

Done

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Support
If you're having problems entering information or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving around	• Opening applications • Using menus
Sharing	Beaming or sending information to another Palm OS handheld
Customizing	• Selecting alternate ways to write some Graffiti 2 characters • Using the entire screen to write Graffiti 2 characters • Creating your own Graffiti 2 ShortCuts
Common Questions	Answers to frequently asked questions about entering information

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CHAPTER 5

Synchronizing Your Handheld with Your Computer

In this chapter

Why synchronize information?

What information is synchronized?

How do I synchronize?

Customizing your synchronization settings

Synchronizing with an external file

Related topics

Have you ever had to meet friends at a certain time, so everyone needed to synchronize their watches? Synchronizing simply means that information that has been entered or updated in one place is automatically updated in the other. And just as your watches can be synchronized, you can synchronize information—such as photos or contacts—on your handheld with information on your computer.

If you use your handheld only on its own and never synchronize it with your computer, then you aren't taking full advantage of your handheld. You can do much more with your handheld if you synchronize it with your computer.

Benefits of synchronizing

- Quickly enter and update information on your computer and your handheld
- Install applications and files
- Protect your information
- Send photos and videos from your handheld to your computer

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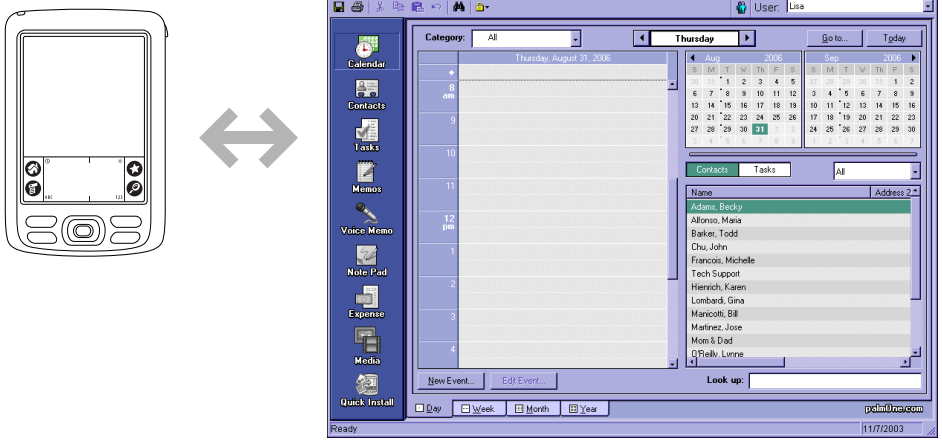
Why synchronize information?

Quickly enter and update information on your computer and handheld. Synchronizing updates information both on your handheld and in **Palm® Desktop software** on your computer. For example, you can quickly enter a contact list on your computer and then send it to your handheld instead of re-entering the information.

NOTE During CD installation, you can choose to synchronize your handheld with Microsoft Outlook on your computer (Windows only). If you do, information from Contacts, Calendar, Tasks, and Memos is synchronized with Outlook. Other information, such as photos, videos, voice memos, and notes, is synchronized with Palm Desktop software. You can insert the CD at any time to choose synchronization with Outlook if you did not do so during the initial installation.



Install applications and files. You can use **palmOne™ Quick Install** to send files to certain applications on your handheld or to install additional software when you synchronize.

Tip
Add Microsoft Word or Excel files to **Documents To Go** on your computer and then synchronize your handheld. Your files are transferred to Documents To Go on your handheld.

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Protect your information. When you synchronize information, you create a backup copy. If something happens to your handheld or your computer, the information is not lost; one tap restores it in both places.

[!] **IMPORTANT Be sure to synchronize at least once a day so that you always have an up-to-date backup copy of important information.**

What information is synchronized?

If you use the default settings, information from all the following applications is transferred each time you synchronize your handheld with your computer:

If you've installed applications from the CD such as the VersaMail™ application, these applications may also be included in the defaults for synchronization.

NOTE Information from Media (photos and videos) is synchronized in Palm Desktop software on Windows computers only. When you synchronize on a Mac computer, your photos are stored in the Home:Pictures:palmOne Photos:<Palm User Name> folder (OS X) or Documents:palmOne Photos: <Palm User Name> (OS 9) folder, and your videos are stored in Home:Movies:palmOne Videos:<Palm User Name> folder (OS X) or Documents:palmOne Videos:<Palm User Name> (OS 9) folder. Information from Expense and the VersaMail application is synchronized on Windows computers only.

[!] **IMPORTANT You cannot view video clips that you capture on your handheld on a Mac computer. For more information, go to www.palmOne.com/support/intl.**

In addition, the default settings back up system information from your handheld to your computer and **install add-on applications** from your computer to your handheld.

If you install other applications and want those applications included in synchronization, you can **choose which applications to synchronize**.

[!] **Before You Begin**
Complete the following:

- **Initial handheld setup**
- **Install Palm Desktop software from the CD**

✱ **Tip**
You can **synchronize your handheld with your computer wirelessly** using the built-in Bluetooth® technology on your handheld.

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Everybody in your family can synchronize their handheld to the same copy of Palm Desktop software. Just make sure that each handheld has its own username; Palm Desktop software reads the username and recognizes the handheld during synchronization. Although several people can share the same copy of Palm Desktop software, they should not share the same username.

How do I synchronize?

You can synchronize your handheld with your computer in the following ways:

- **Wirelessly using Bluetooth® technology on your handheld**.
- Using the HotSync® cable attached to your handheld and your computer
- Using your handheld's **infrared** (IR) port
- Connecting to your company's network, either wirelessly or using a cable (Windows only)

[!] IMPORTANT The first time you synchronize, you must use the HotSync cable or your handheld's IR port. If you followed the instructions to synchronize during initial setup, you've already covered this requirement.

To synchronize, HotSync Manager must be active. HotSync Manager was installed when you installed **Palm® Desktop software**; if you didn't install Palm Desktop software, you don't have HotSync Manager on your computer.

On a Windows computer, you know HotSync Manager is active when its icon appears in the lower-right corner of your screen. If the icon is not there, turn it on by clicking Start, and then selecting Programs. Navigate to the Palm Desktop software program group, and select HotSync Manager.

» Key Term
HotSync® Technology that allows you to synchronize the info on your handheld with the info on your computer.

» Key Term
HotSync Manager Software you use to choose synchronization settings and that must be active when you synchronize.

* Tip
If the Select User dialog box appears during synchronization, select the username whose information you want to synchronize, and click OK. Or, create a new username.

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Synchronizing with a cable

Tip
If you need help with synchronizing, see **I can't synchronize my handheld with my computer.**

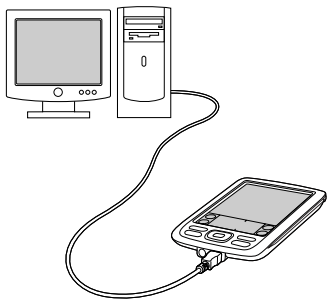
Tip
View the HotSync log to see what applications were successfully synchronized and whether any problems took place during synchronization. Go to the Home screen on your handheld and select HotSync, and then select Log; or, click the HotSync Manager icon on your computer and then click View Log. If any problems occurred during synchronization, a message appears on your computer screen asking if you want to view the log.

1

Prepare your handheld:

a. Connect the HotSync cable to the USB port on your computer, and then insert the other end into the mini-USB connector on your handheld.

b. Make sure your handheld is on.

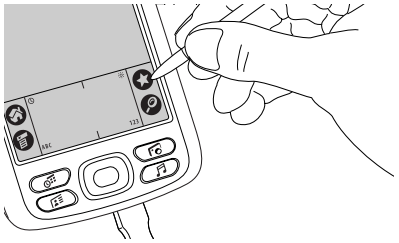


2

Synchronize your handheld with your computer:

a. Tap Star.

b. When synchronization is complete, a message appears at the top of your handheld screen, and you can disconnect your handheld from the cable. Be patient; synchronization may take up to a few minutes.



Done

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Synchronizing using the IR port

When you synchronize using your handheld's IR port, you don't need your cable. This is especially useful if you travel with an IR-enabled laptop.

WINDOWS ONLY

[!] Before You Begin

Your computer must have an enabled IR port and driver or have an IR device attached to it. Check your computer's documentation to see if it supports IR communication.

1

Prepare your computer for IR synchronization:

a. Click the HotSync Manager icon in the taskbar in the lower-right corner of your screen.

b. Make sure that Infrared is selected.

↘ Continued

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Tip
You can continue to use the HotSync cable even if your computer is set up for IR synchronization. If you disconnect the cable after selecting Infrared on a Windows computer, be sure to click the HotSync Manager icon and select Local USB before reconnecting the cable.

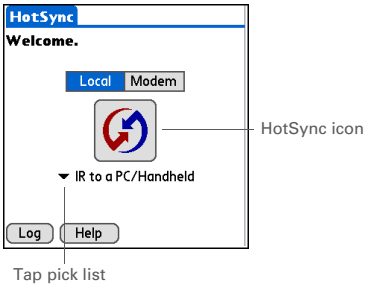
2

Synchronize your handheld with your computer:

a. Go to the Home screen and select HotSync .

b. Tap Local.

c. Tap the pick list below the HotSync icon and select IR to a PC/Handheld.



d. Position the IR port of your handheld within a few inches of the IR port of your computer.

e. Tap the HotSync icon on your handheld.

f. When synchronization is complete, a message appears at the top of your handheld screen. Be patient; synchronization may take up to a few minutes.

Done

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MAC ONLY

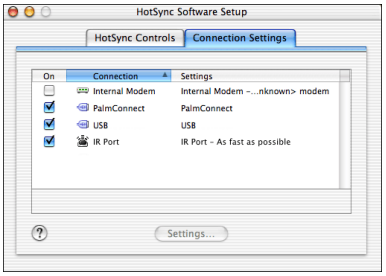
1

Prepare your computer for IR synchronization:

a. Double-click the HotSync Manager icon in the Palm folder.

b. In the HotSync Controls tab, select Enabled.

c. Click the Connection Settings tab.



d. Select the On check box next to IR port.

e. Close the HotSync Software Setup window.

↘ Continued

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Did You Know?
You can continue to use the HotSync cable even if your computer is set up for IR synchronization.

Tip
Mac Turn off the IR port when you're not using it to increase the speed of cable synchronization.

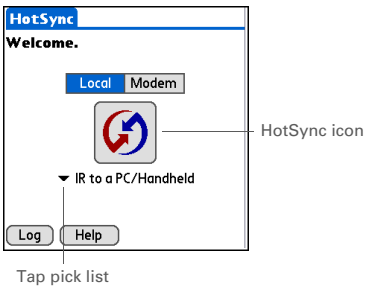
2

Synchronize your handheld with your computer:

a. Go to the Home screen and select HotSync .

b. Select Local.

c. Tap the pick list below the HotSync icon and select IR to a PC/Handheld.



d. Position the IR port of your handheld within a few inches of the IR port of your computer.

e. Tap the HotSync icon on your handheld.

f. When synchronization is complete, a message appears at the top of your handheld screen. Be patient; synchronization may take up to a few minutes.

Done

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Synchronizing over a network

WINDOWS ONLY

You can synchronize over your company's network by using your handheld's built-in Bluetooth technology to **make a wireless connection to a network**, by dialing in to a network, or by connecting to any computer on the network using a cable or your handheld's IR port. Use network synchronization if you are not close enough to your computer to synchronize directly using a cable or the IR port.

[!] **IMPORTANT The first time you synchronize, you must use the cable or infrared communication. After that, you can synchronize over a network.**

[!] **Before You Begin**

The following setup must be done before you can synchronize over a network:

- Your computer must have TCP/IP installed.
- Your company's network system and its remote access server must support TCP/IP.
- You must have a remote access account.

Check with your system administrator for assistance.

To synchronize by dialing in to a network, you must also have a mobile phone (sold separately) that you can use as a modem to dial in to the network, or an attachable modem accessory (sold separately).

Synchronizing by dialing in to a network

1

Prepare your computer for network synchronization:

a. Click the HotSync Manager icon in the taskbar in the lower-right corner of your screen.

b. Select Network.

c. Click the HotSync Manager icon again, and then select Setup.

↘ Continued

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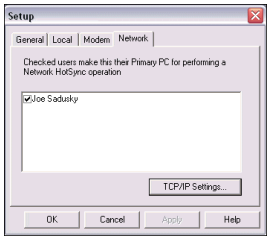
Tip
Click TCP/IP Settings to display the primary settings for your computer. Check that these settings are correct on your handheld by selecting the HotSync icon on the Home screen, and then selecting Primary PC Setup from the Options menu. If the settings do not match, restart your computer and synchronize using the cable or IR port before synchronizing by dialing in to a network.

Cont'd.

d. Click the Network tab and make sure your username has a checkmark next to it. If the checkmark is not there, click the check box next to your username.



e. Click OK.

f. Tap Star on your handheld to record your computer's network information on your handheld. You must use the cable or the IR port for this synchronization.

Continued

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2

Prepare your handheld for network synchronization:

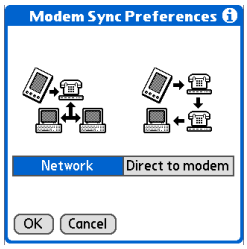
a. Go to the Home screen and select HotSync .

b. **Open the menus** .

c. Select Options, and then select Modem Sync Prefs.

d. Select Network, and then select OK.

↘ Continued



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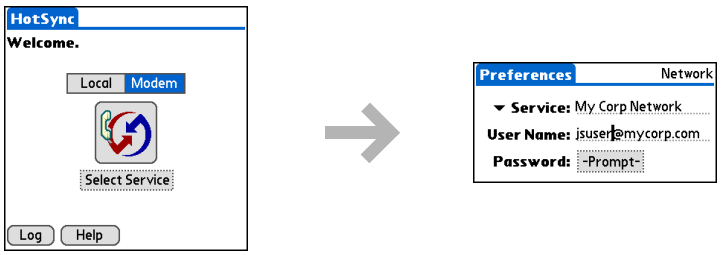
Tip
Use **Network Preferences** to set up a service if you have not done so already. Check with your system administrator to obtain network service information.

3

Select a service:

a. Select Modem, and then tap Select Service.



b. Tap the Service pick list and select the service you use to connect to your corporate network. Check with your system administrator if you do not know which service to use.

c. Select Done.

Continued

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Did You Know?
Only applications that have a **conduit** are included in synchronization. Other applications are not included, even if they appear on the Conduit Setup screen with a checkmark next to their name.

Tip
You can deselect applications, for example, to include a smaller number of applications during synchronization and thus make synchronization go faster. To synchronize the preset applications described in **What information is synchronized?**, skip step 4.

4 **[&] OPTIONAL** Select which applications to include during synchronization:

a. **Open the menus** .

b. Select Options, and then select Conduit Setup.

c. Tap the check boxes to deselect the files and applications that you do *not* want to synchronize during a modem HotSync operation.

d. Select OK.

5 Tap the Modem HotSync icon to synchronize your handheld with your computer.

Done

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Synchronizing by connecting to a computer on the network

[!] Before You Begin

In addition to the **general requirements for network synchronization**, you must meet the following requirements in order to synchronize by connecting with a computer on the network:

- To connect using your handheld's IR port, the computer to which you are connecting must be IR-compatible.
- The computer to which you are connecting must have a version of Palm Desktop software that is compatible with your handheld.
- The computer with which you want to synchronize (your own computer) must be turned on.

1

Prepare the computers for network synchronization:

a. Click the HotSync Manager icon in the taskbar in the lower-right corner of the screen.

b. Select Network.

NOTE You must select Network on both the computer to which you are connecting and the computer with which you want to synchronize.

Continued

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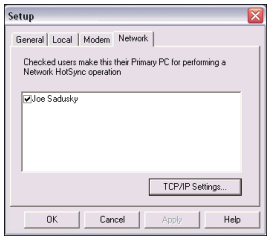
Tip
Click TCP/IP Settings to display the primary settings for your computer. Check that these settings are correct on your handheld by selecting the HotSync icon on the Home screen, and then selecting Primary PC Setup from the Options menu. If the settings do not match, restart your computer and synchronize using the cable or IR port before synchronizing by connecting to a computer on the network.

2

On the computer with which you want to synchronize (your own computer) *only*, do the following:

a. Select Setup from the HotSync Manager menu.

b. Click the Network tab and make sure your username has a checkmark next to it. If the checkmark is not there, click the check box next to your username.



c. Click OK.

d. Tap Star on your handheld to record your computer's network information on your handheld. You must use the cable or the IR port for this synchronization.

Continued

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3

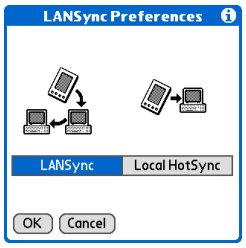
Prepare your handheld for network synchronization:

a. Go to the Home screen and select HotSync .

b. **Open the menus** .

c. Select Options, and then select LANSync Prefs.

d. Select LANSync, and then select OK.



4

Synchronize over the network:

On the HotSync screen, select Local.

Tap the HotSync icon to synchronize your handheld with your computer.

Done

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Customizing your synchronization settings

You can set the following options for synchronization:

- Choosing how your computer responds when you initiate synchronization on your handheld (Windows only)
- Enabling or disabling synchronization on your computer, setting whether synchronization is enabled automatically when you start your computer; and choosing how much information to include in the synchronization troubleshooting log (Mac only)
- Choosing how application information is updated during synchronization

Choosing how your computer responds to synchronization requests

WINDOWS ONLY

In order for your computer to respond with you initiate synchronization on your handheld, HotSync Manager must be running. You can choose whether HotSync manager always runs automatically, or whether you must perform some action to start HotSync manager.

1 Open the synchronization options screen:

a. Click the HotSync Manager icon in the taskbar in the lower-right corner of your screen.

b. Select Setup.

↘ Continued

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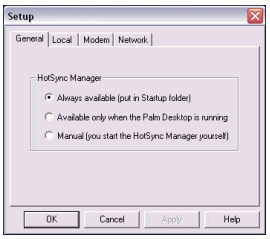
Tip
Use the default setting Always available if you're not sure which option you want.

Tip
If you select Manual, you must turn off HotSync Manager, which is always on by default. Click the HotSync Manager icon in the taskbar in the lower-right corner of your screen, and then click Exit. To start HotSync Manager when you want to synchronize, click Start, and then select Programs. Navigate to the Palm Desktop software program group, and select HotSync Manager.

Note that if you turn HotSync Manager on, it stays on until you turn off your computer.

2

Select how your computer responds when you initiate synchronization on your handheld:



Always available HotSync Manager runs automatically every time you initiate synchronization on your handheld.

Available only when the Palm Desktop software is running You must open Palm Desktop software in order for HotSync Manager to run.

Manual You must manually turn HotSync Manager on each time you want your computer to respond to a synchronization request.

3

Click OK.

Done

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Setting synchronization options

MAC ONLY

1

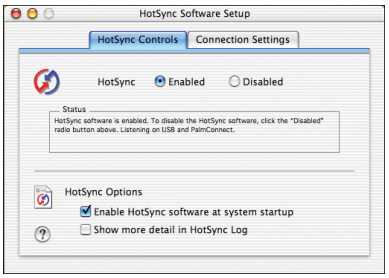
Open the synchronization options screen:

a. Double-click the HotSync Manager icon in the Palm folder.

b. Click the HotSync Controls tab.

2

Select the synchronization options you want:


HotSync Software Setup
HotSync Controls
Connection Settings
HotSync
Enabled
Disabled
Status
HotSync software is enabled. To disable the HotSync software, click the "Disabled" radio button above. Listening on USB and PalmConnect.
HotSync Options
Enable HotSync software at system startup
Show more detail in HotSync Log

↘ Continued

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Cont'd.	**HotSync Enabled/Disabled** Sets your computer to respond to synchronization requests from your handheld. **Enable HotSync software at system startup** Sets your computer to automatically respond to synchronization requests each time you start your computer. If this option is not selected, you must open HotSync Manager and select the Enabled option before you can synchronize. **Show more detail in HotSync Log** Includes more troubleshooting information in the log that is generated when you synchronize.
3	Close the HotSync Software Setup window. **Done**

Choosing whether application information is updated

» **Key Term**
Conduit The synchronization software that transfers information between an application on your computer and the same application on your handheld.

By default, when information in each application is updated in one place (your handheld or your computer), it is updated in the other. However, for **an application included during synchronization**, you can choose whether information that has been updated in one place is updated in the other during the next synchronization.

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WINDOWS ONLY

1

Select the application you want to customize:

a. Click the HotSync Manager icon in the taskbar in the lower-right corner of your screen.

b. Select Custom.

c. Select the appropriate username from the drop-down list at the top of the screen.

d. Select the application you want, and then click Change.

↘ Continued

✱ Tip

Windows For information on choosing whether application information is updated if you are synchronizing your handheld with Outlook, see the online Outlook synchronization Help. Click the HotSync Manager icon in the taskbar in the lower-right corner of your screen, select Custom, and then select one of the Outlook applications from the list. Select Change, and then select one of the applications from the list.

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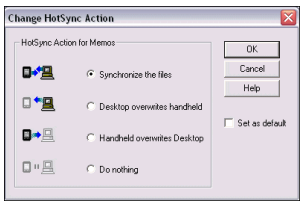
Tip
You should generally keep the default setting (Synchronize the files) for all applications. Choose an overwrite option only if you have a specific reason for sending updates only one way. Choose Do Nothing if you never use an application.

2

Choose how information is updated during the next synchronization:



Synchronize the files Information that is changed in one place (your handheld or computer) is updated in the other during synchronization.

Desktop overwrites handheld Information that has been changed on your computer is updated on your handheld during synchronization. If information has been changed on your handheld, it will be replaced by the information from your computer, and you will lose the changes you made on your handheld.

Handheld overwrites Desktop Information that has been changed on your handheld is updated on your computer during synchronization. If information has been changed on your computer, it will be replaced by the information from your handheld, and you will lose the changes you made on your computer.

Do Nothing No synchronization occurs, so any changes made on either your handheld or your computer are not updated in the other location.

↘ **Continued**

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3 To use the option you select on an ongoing basis, select the Set as default check box. If you do not select this box, the option you select applies only the next time you synchronize. Thereafter, information is updated according to the default setting (Synchronize the files).

4 Click OK, and then click Done.

Done

MAC ONLY

1 Select the application you want to customize:

a. Double-click the Palm Desktop icon in the Palm folder.

b. From the HotSync menu, select Conduit Settings.

c. From the User pop-up menu, select the appropriate username.

d. Select an application.

e. Click Conduit Settings.

Continued

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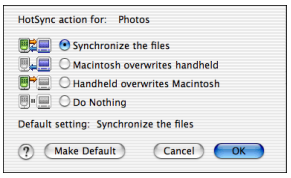
Tip
You should generally keep the default setting (Synchronize the files) for all applications. Choose an overwrite option only if you have a specific reason for sending updates only one way. Choose Do Nothing if you never use an application.

2

Choose how information is updated during the next synchronization:



Synchronize the files Information that is changed in one place (your handheld or computer) is updated in the other during synchronization.

Desktop overwrites handheld Information that has been changed on your computer is updated on your handheld during synchronization. If information has been changed on your handheld, it will be replaced by the information from your computer, and you will lose the changes you made on your handheld.

Handheld overwrites Desktop Information that has been changed on your handheld is updated on your computer during synchronization. If information has been changed on your computer, it will be replaced by the information from your handheld, and you will lose the changes you made on your computer.

Do Nothing No synchronization occurs, so any changes made on either your handheld or your computer are not updated in the other location.

↘ **Continued**

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3 To use the option you select on an ongoing basis, click Make Default. If you do not select this box, the option you select applies only the next time you synchronize. Thereafter, information is updated according to the default setting (Synchronize the files).

4 Click OK, and then close the Conduit Settings window.

Done

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Synchronizing with an external file

WINDOWS ONLY

The File Link feature enables you to import Contacts and Memos information to your handheld from a separate external file such as a company phone list. You can set up File Link to check for changes to the external file, and then import those changes to your handheld during synchronization.

With File Link you can import information stored in any of the following formats:

- Comma-separated (*.csv)
- Memos archive (*.mpa)
- Contacts archive (*.aba)
- Text (*.txt)

For information on how to set up a file link, see the Palm Desktop online Help.

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Support
If you're having problems with synchronization or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Installing and Removing	Using palmOne Quick Install or Send to Handheld droplet to add applications to your handheld
Common Questions	Answers to frequently asked questionsabout synchronization

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CHAPTER 6

Expanding Your Handheld

In this chapter

What type of expansion cards can I use?

How can expansion cards help me?

Inserting an expansion card

Removing an expansion card

Opening an application on an expansion card

Opening files on an expansion card

Viewing card information

Renaming a card

Copying applications to an expansion card

Removing all information from a card

Related topics

A Chinese proverb says, “Life just gives you time and space; it's up to you to fill it.” But doesn’t it always seem that no matter how much space you have, you still need more?

Expansion cards (sold separately) provide a compact and limitless answer to the storage dilemma. When one card becomes full, simply use another card. To enjoy some aspects of your handheld, such as listening to music and capturing video clips, you need to use expansion cards.

Benefits of expansion cards

- Capture and view videos
- Listen to music
- Back up info
- Add more games and other software
- Add accessories
- Store all your info

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What type of expansion cards can I use?

» Key Term
SDIO An acronym for Secure Digital input/ output.

Your handheld is compatible with SDIO, SD, and MultiMediaCard expansion cards. SDIO expansion cards let you add accessories to your handheld. SD and MultiMediaCard expansion cards let you store information and applications.

How can expansion cards help me?

Capture and view videos. Capture videos with the built-in digital camera and store them on expansion cards. View them anytime by simply inserting the card into the expansion slot.

Listen to music. Store songs on expansion cards an use the included **RealOne software** to listen to music on your handheld.

Back up info. Make a copy of your important information for safe-keeping in case your handheld becomes damaged or is stolen. (Backup card required, sold separately.)

Add games and other software. Purchase popular games, dictionaries, travel guides, and more.

Add accessories. Attach SDIO accessories, such as a presentation module, to your handheld.

Store all your info. Never worry about running out of space on your handheld. Purchase as many expansion cards as you need to store your music, photos, videos, and other information. Expansion cards come in a variety of capacities, and they're very small, easy to store, and affordably priced.

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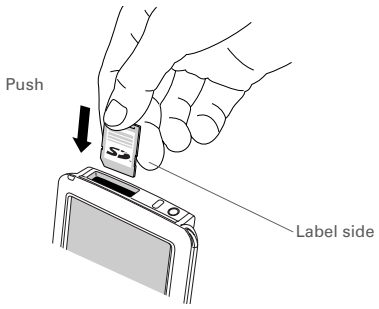
Inserting an expansion card

1

Insert the card into the expansion slot with the label side facing the front of the handheld.

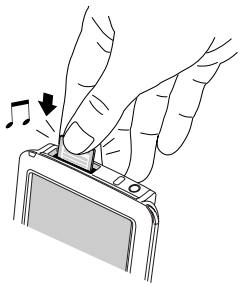


2

Push the card in with your thumb until you hear the confirmation tone.

NOTE No confirmation tone? Check the **Sounds & Alerts Preferences** to make sure the System Sound setting is turned on.

Done



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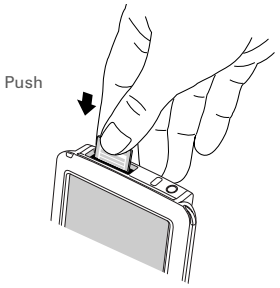
Removing an expansion card

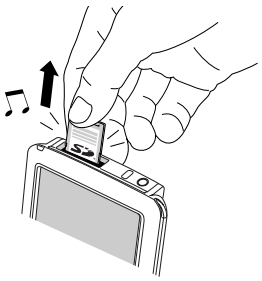
Tip
To prevent damaging the card and the info on it, always wait for your handheld to finish writing to the expansion card before you remove the card from the slot.

1 Push lightly against the card with your thumb until you hear the confirmation tone.



2 Slide the card out of the expansion slot.

Done



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Opening an application on an expansion card

When you insert an expansion card into the expansion slot, your handheld adds the expansion card to the category list in the upper-right corner of the screen. You can easily switch between applications installed on your handheld and on the expansion card.

NOTE Some applications may not run correctly when you install them on an expansion card. Try installing these applications on your handheld instead. If you still have problems, contact the developer.

Did You Know?
You can **install applications and other files** to an expansion card during synchronization.

Tip
When the highlight on the Home screen is not active, you can hold down Select on the to open the category pick list.

Tip
Expansion card already in the expansion slot? Select the category pick list and select the card name to view the applications on the card.

1. Go to the Home screen.
2. **Insert the expansion card**.

3. Select an application icon to open that application.

Done

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Opening files on an expansion card

Some applications, such as RealOne Player, require you to store your files on an expansion card instead of on your handheld. In other applications, such as palmOne™ Media, storing files on expansion cards is optional. You can open files on an expansion card when you insert the card into the expansion slot.

1. **Open the application** associated with the files you want to open.
2. **Insert the expansion card**.
3. Select the entry you want to view.

Done

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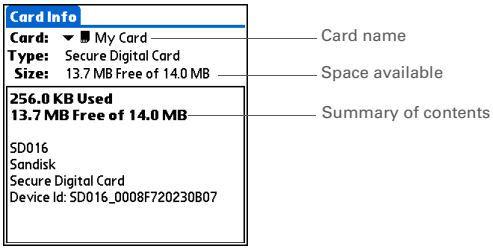
Viewing card information

It's easy to forget which files you put on a particular expansion card. Use the Card Info application to view the card name and type, available storage space, and a summary of its contents.

Go to the Home screen and select Card Info.



Tip
Reading and writing info on an expansion card uses more battery power than doing the same task on your handheld. If you have enough space on your handheld, consider copying the info to your handheld.

Tip
If your handheld's battery is very low, access to the expansion card may be disabled. If this occurs, recharge your handheld as soon as possible.

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Renaming a card

The expansion card name appears in the category pick list and in other lists that let you choose where to store your info. When you buy a new card, give it a name that helps you remember what's on the card. You can rename the card later if you decide to store different info on the card.

1 Go to the Home screen and select Card Info.

2 Open the Rename Card dialog box:

a. **Open the menus**.

b. Select Rename Card on the Card menu.

3 Enter the new name for the card, and then select Rename.

Done

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Copying applications to an expansion card

Tip
If you use a card reader to view your card on a computer, the file names may differ from the names you see on the Home screen.

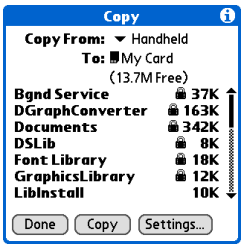
Did You Know?
Some applications, such as **Media**, let you copy or move info between your handheld and an expansion card. See the information on each application for details.

1 **Insert the expansion card,** and then go to the Home screen.

2 Open the Copy dialog box:

c. **Open the menus**.

d. Select Copy on the App menu.



3 Select the application to copy:

NOTE A lock appears next to applications that are copy-protected. You cannot copy or beam these applications.

a. Tap the Copy From pick list and select Handheld.

b. Tap the application you want to copy.

c. Tap Copy.

d. Select Done.

Done

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Removing all information from a card

Formatting a card removes all of its info and prepares it to accept new applications and files.

[!] IMPORTANT **We do not recommend formatting backup cards. Formatting removes the backup application and turns the card into a blank memory card.**

1 **Insert an expansion card.**

2 Go to the Home screen and select Card Info.

3 Format the card:

a. **Open the menus**.

b. Select Format Card on the Card menu.

c. When asked if you want to format the card, select OK.

Done

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Support
If you're having problems with expansion cards or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Sharing

- Exchanging applications and information with other Palm OS® handheld users by exchanging cards or beaming items between handhelds
- Sending applications and information to other Bluetooth® devices by using Bluetooth technology on your handheld

Installing and Removing Adding applications from your computer to an expansion card, and installing other files such as photos, videos, or music

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Managing Your Contacts

In this chapter

Adding a contact

Copying contact information into multiple contacts

Locating a contact on your list

Customizing the Contacts list

Making connections from Contacts

Working with Contacts on your computer

Related topics

Say good-bye to a paper address book that you need to update manually every time someone moves, changes their e-mail address, or gets a new work extension. With Contacts, not only is it easy to enter information such as names, addresses, and phone numbers, but it is just as quick to view, update, and organize contact information.

You can easily share info with other handhelds and dial phone numbers or send messages directly from a contact entry using your handheld's built-in Bluetooth® technology and a compatible mobile phone. You can even add photos of your loved ones directly to their contact information screen.

Benefits of Contacts

- Carry all your business and personal contact information in your hand
- Keep track of who is who
- Keep in touch

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Adding a contact

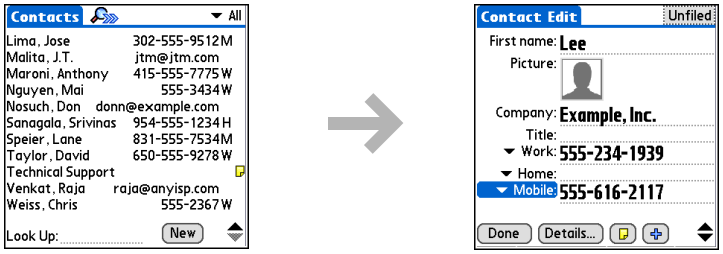
Tip
If the first character you enter in the Last Name or Company field is an asterisk (*) or another symbol, that record always appears at the top of the Contacts list. That's useful for an entry like "If Found Call [your phone number]."

Did You Know?
You can also enter one or more contacts on your desktop computer, and then copy them to your handheld by **synchronizing**.

1 Press the Contacts application button.

2 Add your contact information:

a. Select New.



b. Tap each field where you want to enter information, and enter it. Tap the scroll arrows ⬍ to view more fields.

Continued

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Tip
To learn about capturing and downloading photos to your handheld, see **palmOne™ Media**.

Tip
If multiple contacts share information, such as a company name and address, you can enter the first contact, and then **copy the information into other contacts**.

Cont'd.

The following fields contain features to help you enter information quickly:

All fields except numeric and e-mail fields The first letter is automatically capitalized.

Title, Company, City, and State As you enter letters, a match appears if you have one on your Contacts list. For example, if you enter S, Sacramento might appear, and if you then enter a and n, San Francisco might replace Sacramento. When the word you want appears, tap the next field.

Address You can enter up to three addresses, each containing five fields: Addr, City, State, Zip Code, and Country. You can designate an address as work (W), home (H), or other (O). By default, the first address is designated as work.

3

[&] OPTIONAL Add a photo:

a. Tap the Picture box.

b. Select one of the following:

Camera Lets you take a photo and add it to a contact when you select Save.

Photos Lets you select and add a photo from palmOne Media.

↘ **Continued**

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Tip
If you want a reminder about a birthday, select the Reminder check box, enter the number of days before the birthday that you want to see the reminder, and then select OK.

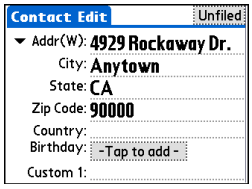
Did You Know?
Birthdays you enter in Contacts appear as untimed events in Calendar. If you update the birthday in Contacts, it automatically updates in Calendar as well.

4 **[&] OPTIONAL** Add a birthday:

a. Tap the Birthday box.

b. Use the left and right arrows to move to and select the birth year. Hold down either arrow to scroll quickly through the years.

c. Select the month and date.



5 After you finish entering all the information you want, select Done.

Done **That's it. Your handheld automatically saves the contact. Make sure you have a current backup. Synchronize often.**

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Entering additional contact information

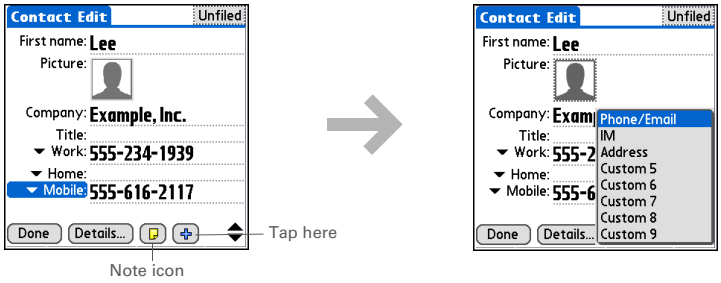
The Contact Edit screen displays certain fields by default. You can customize the Contact Edit screen to display additional fields.

1 Press the Contacts application button.

2 Display additional contact fields:

a. Select the contact you want, and then select Edit.

b. Tap the plus button on the lower-right corner of the Contact Edit screen.



c. Select the field you want displayed from the list. The field appears in a preset location on the Contact Edit screen.

Done

Tip
Additional fields appear in a contact only if you enter info into them. If you leave a field blank, it does not appear the next time you open the Contact Edit screen. Also, additional fields apply only to the current contact; you can **duplicate contact information** if you need to apply the same fields to multiple contacts.

Did You Know?
Each field type can be displayed a certain number of times, up to a preset maximum. Once you reach this maximum, the field type no longer appears on the pop-up list. For example, you can display up to seven Phone/Email fields.

Tip
Tap the Note icon next to the plus button to add a note to the contact.

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Selecting contact field types

You can select the types of phone numbers (work, home, mobile, pager, and so on), as well as specify the instant messenger (IM) account, that you associate with a contact.

Tip
Any changes you make to field types apply only to the current contact. You can **duplicate contact information** if you need to apply the same contact fields to multiple contacts.

Did You Know?
The e-mail address field type is located on the same pick list as the phone number fields. IM field types are located on a separate pick list.

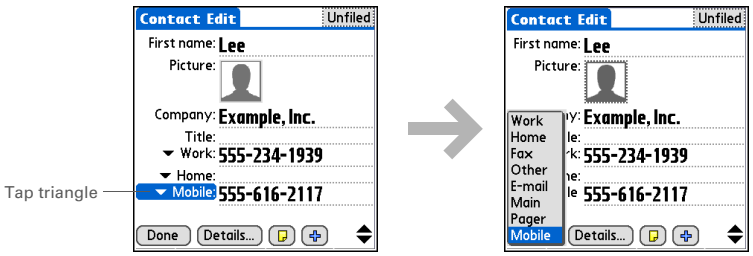
1 Press the Contacts application button.

2 Customize the contact field type:

a. Select the contact you want, and then select Edit.

b. Tap the pick list next to the field you want to change and select the new field type you want. Available fields include phone number, e-mail address, and instant messenger (IM) fields.

NOTE You must set up an instant messenger account with a service provider to use instant messaging on your handheld.



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Defining custom fields

You can define the custom fields that appear at the end of the Contact Edit screen to display any additional contact information you want, such as spouse's or children's names, favorite color, or any other information.

1 Press the Contacts application button.

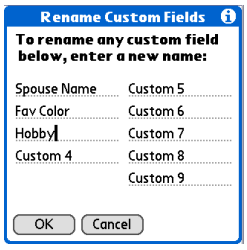
2 Define the custom fields:

a. Select the contact you want, and then select Edit.

b. **Open the menus**.

c. Select Options, and then select Rename Custom Fields.

d. Enter names for up to nine custom fields, and then tap OK.



Done

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Selecting a contact as your business card

You can create a contact with your own information and select it as your business card by opening the Record Menu and selecting Business Card. You can then **beam** or **send** your business card to other handhelds. To beam your business card quickly, hold down the Contacts application button for approximately two seconds.

1 Press the Contacts application button.

2 Create a business card:

a. Select the contact you want, or **create a new contact** with your own contact information.

b. **Open the menus**.

c. Select Business Card on the Record menu.

Done

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Copying contact information into multiple contacts

You can quickly make a copy of a contact so that you can edit only the fields you need to change. For example, if two of your contacts have the same work address or phone number, duplicating the first contact simplifies entering information in the second.

1 Press the Contacts application button.

2 Duplicate a contact:

a. Select the contact you want, and then select Edit.

b. **Open the menus**.

c. Select Record, and then select Duplicate Contact.

Done

Tip
You can also duplicate a contact in the Contacts desktop application by highlighting a contact in the Contacts list, and then selecting Edit Copy. Create a new contact, click the Note tab, and then paste the info into a note. Then cut and paste the text into the correct field in the new contact.

Did You Know?
If you duplicate a contact and do not edit the name, the contact appears in the Contacts list as "<Last name>, <First name> Copy."

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Locating a contact on your list

Tip
You can also press Right on the navigator (or tap the Quick Look Up icon at the top of the screen) to open the Quick Look Up line. Press Up and Down to select the letter of the name you want in each box, and press Right to move to the next box.

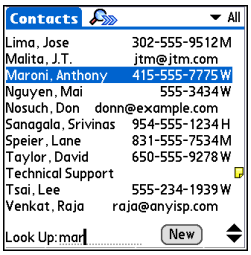
Did You Know?
The **Phone Lookup** feature lets you add contact information directly into certain other applications on your handheld. For example, you can add a name and phone number to a memo or task.

1 Press the Contacts application button.

2 Search for the contact:

a. Tap the Look Up line at the bottom of the screen and enter the first letter of the name you want to find.

b. Enter the second letter of the name, and so on, until you can easily scroll to the contact you want.



3 Select the contact to open it.

Done

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Deleting a contact

Tip
You never know when you're going to need to look up an old business associate. If you save an archive copy of your deleted contacts, you can refer to them later by importing them.

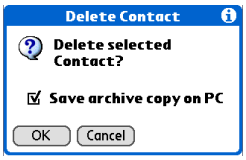
1 Press the Contacts application button.

2 Open the Delete Contact dialog box:

a. Locate the contact you want.

b. Open the menus.

c. Select Delete Contact on the Record menu.



3 [&] **OPTIONAL** Select the check box to save an archive copy of the contact on your computer.

4 Select OK.

Done

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Customizing the Contacts list

By default, the Contacts list displays the work phone number for a contact; if no work phone number is entered, another entry is displayed. You can customize a contact's settings to display different information on the Contacts list.You can also customize the appearance of the list.

Did You Know?
If you select Work, Home, Fax, Other, Main, Pager, or Mobile from the pick list, the first letter of your selection appears next to the contact in the Contacts list—for example, W for Work. If you select E-mail, no letter appears next to the contact.

Tip
You can also use the Contact Details dialog box to **assign a contact to a category** or to **mark a contact as private**.

1 Press the Contacts application button.

2 Open the Contact Details dialog box:

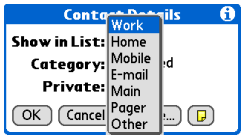
a. Select the contact you want.

b. Select Edit, and then select Details.

3 Specify the information displayed with a contact:

a. Tap the Show in List pick list and select the information that you want to appear in the Contacts list for this contact.

b. Select OK.



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4

Customize the appearance of the Contacts list:

a. From the Contacts list, **open the menus** .

b. Select Options, and then select Preferences.

c. Select the display options you want:

Remember last category Select the check box if you want Contacts to display the last category shown when you return to it from another application. If the check box is deselected, Contacts opens to the All category.

List by Select whether to sort the Contacts list by last name and first name or by company and last name.

Done

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Making connections from Contacts

You can set up your contacts so that you can do tasks like dialing a phone number; creating an e-mail, text, or multimedia message; accessing the web; or sending an instant message (requires additional software, sold separately) directly from a contact screen. Contacts gives you two tools to perform these tasks:

Quick Connect Lets you select a connection type and opens the application for making that type of connection directly from a contact's information screen.

Tap-to-Connect Opens the application to perform a connection task directly by tapping the appropriate entry (phone number, e-mail address, and so on) from a contact's information screen.

[!] **Before You Begin**

You must **install the e-mail software** included on the CD. You must also complete all the **prerequisites for the e-mail** and **messaging** applications.

To use Quick Connect with your handheld's built-in Bluetooth technology, you must **set up a phone connection**. To use it with your handheld's IR port, run **Phone Link Updater**, and then use the Phone Link application to set up a phone connection.

Using Quick Connect

If you have a compatible mobile phone (sold separately) that includes Bluetooth technology, you can use Quick Connect to dial a phone number; address an e-mail, text, or multimedia message; go to a web site; or send an instant message (requires additional software, sold separately) directly from a contact.

1 Press the Contacts application button.

↘ Continued

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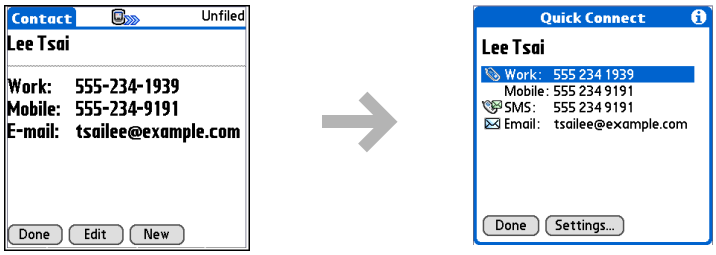
2

Make a connection using Quick Connect:

a. Select the contact you want.

b. Press Right on the navigator or tap the Quick Connect icon at the top of the screen to open the Quick Connect dialog box.



c. Select the type of connection you want. For example, select a phone number to dial the number on your mobile phone, or select an e-mail address to open the e-mail application to a new message containing that address in the To field.

Done

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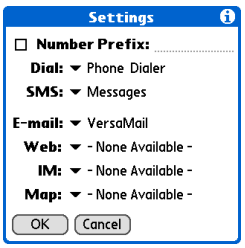
Customizing Quick Connect settings

You can specify which application opens when you choose a Contacts record field, and whether to add a prefix to all phone numbers.

1 Press the Contacts application button.

2 Customize Quick Connect settings:



a. Select the contact you want.

b. Press Right on the navigator or tap the Quick Connect icon at the top of the screen to open the Quick Connect dialog box.

c. Tap Settings and enter the settings you want:

Number prefix Tap the check box and enter a prefix to add a prefix to all dialed phone numbers.

NOTE A prefix is not added to any number that begins with a "+" character.

All other fields Tap each pick list and select the application you want to use to connect by that method.

d. Tap OK.

Done

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Using Tap-to-Connect

With Tap-to-Connect, you can select a contact and dial a phone number or address an e-mail, text, or multimedia message by selecting the appropriate entry on the contact screen. By default, Tap-to-Connect is not enabled.

[!] Before You Begin

You must have a compatible mobile phone (sold separately) that includes Bluetooth technology and **install the e-mail software** included on the CD. You must also complete all the **prerequisites for the e-mail** and **messaging** applications.

To use Tap-to-Connect with your handheld's built-in Bluetooth technology, you must **set up a phone connection**. To use it with your handheld's IR port, run **Phone Link Updater** and then use the Phone Link application to set up a phone connection.

1 Press the Contacts application button.

2 Enable Tap-to-Connect:

a. From the Contacts list, **open the menus**.

b. Select Options, and then select Preferences.

c. Tap Enable Tap-to-Connect, and then tap OK.

↘ Continued

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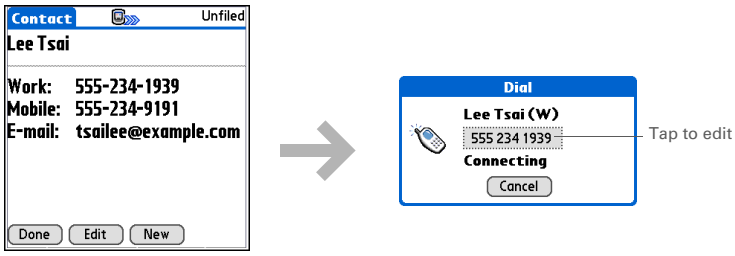
3

Make a connection with Tap-to-Connect:

a. Select the contact you want.



b. Select the entry you want to use to connect. For example, to dial a phone number, select the number you want to dial. To address an e-mail message, select an e-mail address.

c. Tap the entry to edit it if needed. For example, you might need to add an area code or country code to a phone number.

Done

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Working with Contacts on your computer

Use Contacts on your computer to view and manage the contacts you create on your handheld. Check out the online Help in Palm® Desktop software to learn how to use Contacts on your computer. The online Help includes info about the following topics:

- Viewing, copying, and deleting contacts
- Editing contact details
- Marking contacts private
- Showing, masking, and hiding private contacts
- Printing contacts
- Changing between the list, contact info, and Contact Edit views
- Adding notes to a contact
- Adding a date and time stamp to a contact
- Organizing contacts into categories
- Sharing contacts

WINDOWS ONLY

To open Contacts on your computer, double-click the Palm Desktop icon on the Windows desktop, and then click Contacts on the launch bar.

MAC ONLY

To open Contacts on your computer, launch Palm Desktop software from the Palm folder, and then click Addresses.

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Support
If you're having problems with Contacts or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving Around	• Opening applications • Using menus
Categories	Organizing contacts by type and sorting them
Information	Transferring contact information from other applications such as databases, spreadsheets, and other organizer software
Privacy	Keeping contacts private by turning on security options
Sharing	Sending contacts to other Bluetooth devices by using Bluetooth technology on your handheld
E-mail	Sending contacts as attachments to e-mail messages
Messages	Sending contacts as part of a text or multimedia message

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Managing Your Calendar

In this chapter

Scheduling events

Color-coding your schedule

Setting an alarm

Rescheduling an event

Deleting events

Checking your schedule

Customizing your calendar

Working with Calendar on your computer

Related topics

Staying on top of your schedule is an important part of being productive both at work and at home. Calendar can help you remember appointments and spot schedule conflicts. You can view your calendar by day, week, or month, or as an agenda list that combines your list of tasks with your appointments.

Benefits of Calendar

- Track current, future, and past appointments
- Stay on top of deadlines
- Carry one calendar
- Spot schedule conflicts

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Scheduling events

Use Calendar to manage your schedule. You can enter appointments, events without a start time, events that repeat at regular intervals, and events that span a period of time.

» **Key Term**
Event The name for an entry in the Calendar application, including appointments, birthdays, reminders, recurring meetings, and so on.

✱ **Tip**
You can also scroll to a date by pressing Right or Left on the navigator or by tapping the arrows at the top of the Day View screen.

✚ **Did You Know?**
You can use more than one line to describe an appointment.

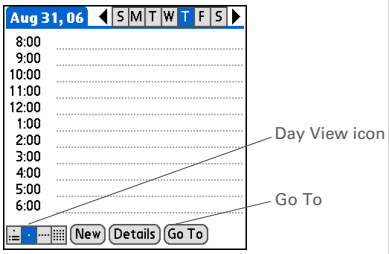
Scheduling an appointment

1

Open Day View:

a. Press the Calendar application button.

b. Tap the Day View icon.



2

Select the date of the appointment:

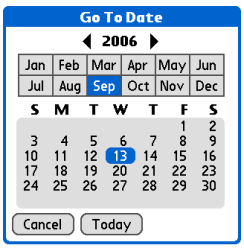
a. Tap Go To.

b. Tap the arrows to select the year.

c. Tap the month.

d. Tap the date.

↘ Continued


Go To Date
2006
Jan Feb Mar Apr May Jun
Jul Aug Sep Oct Nov Dec
S M T W T F S
1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
Cancel
Today

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Did You Know?
You can **color-code your calendar** to file events in categories. Each category has its own color. You can also **mark events as private** to hide them from prying eyes.

3 Tap the line next to the time the appointment begins and enter a description.

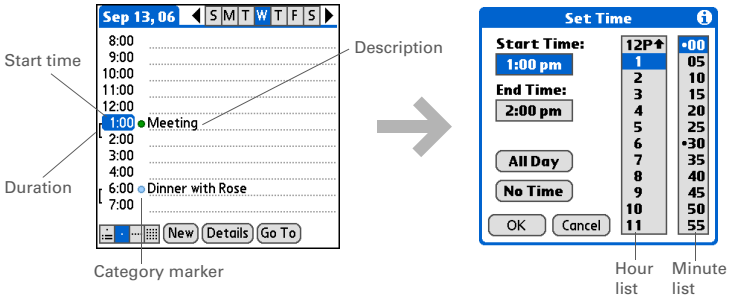
4 If the appointment is longer or shorter than an hour, set the duration:

a. In Day View, tap the start time.

b. In the Set Time dialog box, tap End Time.

c. Tap the hour and minute lists to select the time the appointment ends.

d. Select OK.



Done That's it. Your handheld automatically saves the appointment. Make sure you have a current backup. Synchronize often.

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Did You Know?
Need to reserve a date before you know the details of the appointment? Schedule an event without a start time.

Scheduling an event without a start time

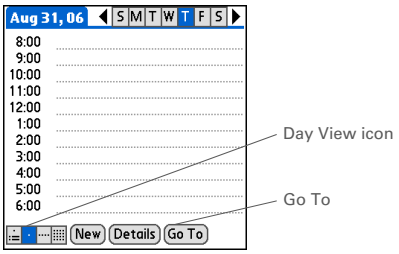
Keep track of events that take place on a particular date, but not at a particular time. For example, you may want to enter holidays, anniversaries, and deadlines.

1

Open Day View:

a. Press the Calendar application button.

b. Tap the Day View icon.



2

Select the date of the event:

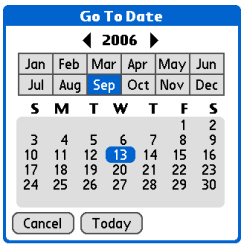
a. Tap Go To.

b. Tap the arrows to select the year.

c. Tap the month.

d. Tap the date.

Continued


Go To Date
2006
Jan Feb Mar Apr May Jun
Jul Aug Sep Oct Nov Dec
S M T W T F S
1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
Cancel
Today

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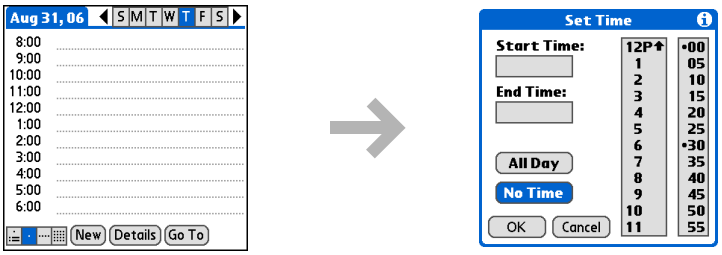
Tip
You can change an event without a time to a scheduled appointment. Tap the event description, tap Details, tap the Time box, and select the start and end times.

3

Add an unscheduled event line:

a. Tap New.

b. Tap No Time.

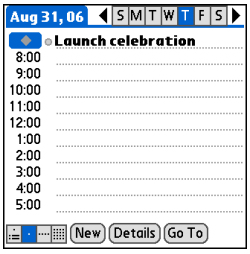


4

Enter a description on the line that appears at the top of the screen.

NOTE A diamond appears in the time column to show that the event doesn't start at a specific time.

Done



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Scheduling a repeating event—standard interval

There's no need to re-enter events that take place on a regular basis. Just set up a repeating event. This is a great way to block out time for things like a daily walk with the dog, a weekly team meeting, a monthly game night with friends, and annual events like anniversaries and holidays.

Tip
To select intervals such as the 2nd Tuesday of every month or the 3rd Thursday in November of every year, see **Scheduling a repeating event—unusual interval**.

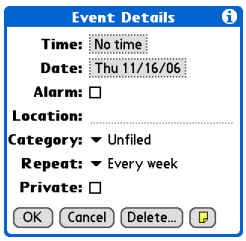
1 Press the Calendar application button.

2 **Enter the event** you want to repeat, and then tap the event description.

3 Set the repeat interval:

a. Tap Details.

b. Tap the Repeat pick list and select how often the event repeats: Daily until, Every week, Every other week, Every month, or Every year.



NOTE If you select Daily a dialog box appears for you to select the end date.

c. Select OK.

Done

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Scheduling a repeating event—unusual interval

Some events don't fit neatly into the preset repeat intervals, so you need to set up your own repeat intervals. For example, set aside time for a trip to the gym every other day, schedule a class that meets on the 1st Wednesday of each month, or enter annual holidays that occur during a particular time of month such as the 1st Monday in September or the 3rd week of November.

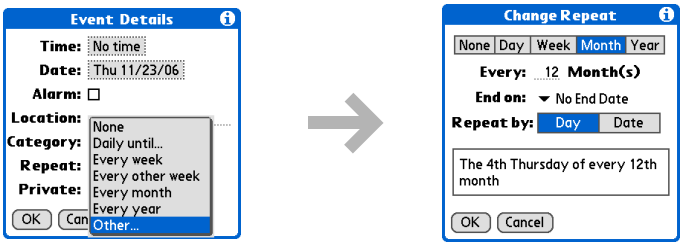
1 Press the Calendar application button.

2 **Enter the event** you want to repeat, and then tap the event description.

3 Open the Change Repeat dialog box:

a. Tap Details.

b. Tap the Repeat pick list and select Other.



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Tip
To enter holidays such as Labor Day or Thanksgiving, tap Month, enter 12 on the Every line, and then tap Day as the Repeat By setting.

4 Set the repeat interval:

a. Tap Day, Week, Month, or Year as the repeat unit.

b. Tap the Every line and enter the frequency at which the event repeats.

c. Tap the End on pick list and select an end date, if needed.

d. If you selected Week in step c, tap the day of the week the event repeats. If you selected Month in step c, tap Day to select the week within the month, such as the 4th Thursday, or tap Date to select the same date within the month, such as the 15th.

e. Select OK.

Done

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Scheduling an event that is longer than a day

Reserve a block of time for events that span several days such as a vacation, conference, training class, or an extended project.

Did You Know?
Reserve a specific block of time during the day or use events without times to flag a series of dates. For example, you can reserve vacation time from 6/23 – 6/30 using a repeating event without a time, and then schedule a specific excursion from 9:00 to 3:00 on 6/24 and dinner with a friend at 6:00 on 6/25.

Tip
Need to enter an event that extends beyond midnight? Enter an end time that is earlier than the start time.

1 Press the Calendar application button.

2 **Enter the event**, and then tap the event description.

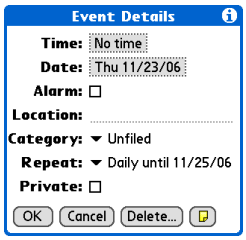
3 Set the repeat interval:

a. Tap Details.

b. Tap the Repeat pick list and select Daily until.

c. Select the year, month, and date when the event ends.

d. Select OK.



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Entering a location or a note for an event

Enter a description of the event's location such as a restaurant, a conference room, or your friend's house. Enter a note such as dial-in info for a conference call or directions to a location.

1 Press the Calendar application button.

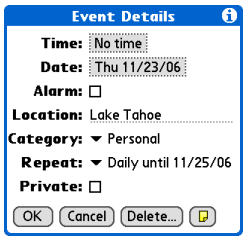
2 **Enter the event**, and then tap the event description.

3 **[&] OPTIONAL** Enter the location:

a. Tap Details.

b. Tap the Location field and enter a description of the location.

↘ Continued



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4 **[&] OPTIONAL** Enter the note:

a. Tap Note .

b. Enter the note text.

c. Select Done.

5 Select OK.

Done **The location name and a note icon appear next to the event description in Agenda View and in Day View.**

Color-coding your schedule

Use color-coding to quickly spot different types of events. For example, make all your family appointments green, your work appointments blue, and your appointments with friends yellow.

Selecting your color-codes

Each color-code represents a category of events. You can assign each category a name and select which color you want to assign to it.

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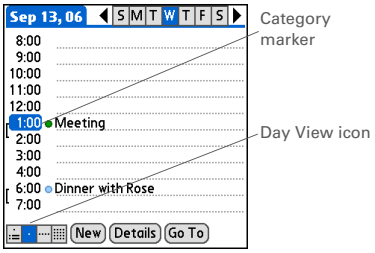
1 Open Day View:

a. Press the Calendar application button.

b. Tap the Day View icon.



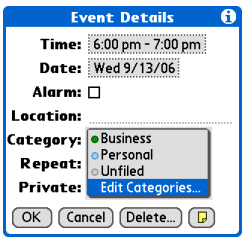
2 Open the Edit Categories dialog box:

a. From Day View, tap the event description.

b. Tap Details.

c. Tap the Category pick list and select Edit Categories.

↘ Continued



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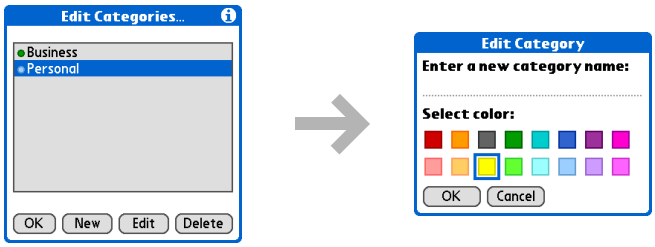
3

Select the color-code for the category:

a. Tap New or select a category and tap Edit.



b. Enter or edit the category name.

c. Tap the color you want to give this category.

d. Select OK, and then select OK two more times.

Done **The category name and its color-coded marker appear on the category list.**

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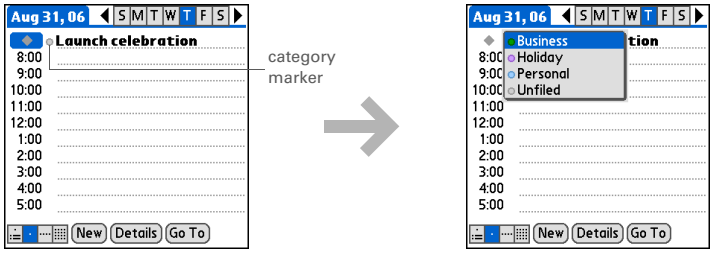
Assigning a color-code to an event

Did You Know?
In Day View and Month View you can **set the Display Options** to show the category list so that you can view all your events or just the events for a single color-code.

1 Press the Calendar application button.

2 **Enter the event** you want to color-code.

3 Tap the category marker next to the description, and then select a category from the list.



Done In Agenda View and Day View the category marker next to the event is color-coded. In Week View and Month View the symbol for the event is color-coded.

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Setting an alarm

Tip
You can **customize your alarm settings** in the Calendar Preferences dialog box.

Did You Know?
If you **set your alarms in World Clock** instead of Calendar, you have different alarm sound choices. Keep in mind that since World Clock alarms aren't tied to a specific event, you won't see an event description when a World Clock alarm sounds.

Did You Know?
When you set an alarm, a little alarm clock appears to the right of the event description.

1 Press the Calendar application button.

2 **Enter the event** you want to assign an alarm to, and then tap the event description.

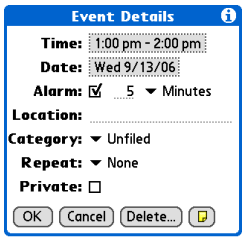
3 Set the alarm:

a. Tap Details.

b. Tap the Alarm check box.

c. Tap the pick list and select Minutes, Hours, or Days.

d. Enter how many minutes, hours, or days before the event you want the alarm to sound, and then select OK.



Done

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Rescheduling an event

Tip
You can also use the Event Details dialog box to change the alarm, location, category, repeat, and privacy settings.

1 Press the Calendar application button.

2 Go to the event you want to reschedule:

a. From Day View, tap Go To.

b. Select the year, month, and date of the event.

c. Tap the event description, and edit it if necessary.

[!] **IMPORTANT** **If you edit the description of a repeating event, the new description appears in all instances of the event.**

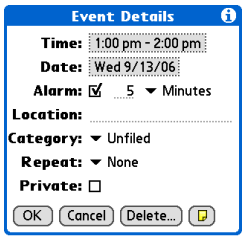
3 Change the date and time:

a. Tap Details.

b. Tap the Time box and select the new start and end times.

c. Tap the Date box and select the new date.

d. Select OK.



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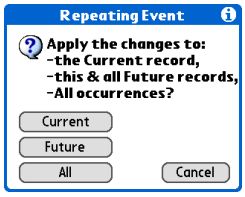
4

If you're changing a repeating event, tap one of the following to select which event(s) you want to apply the changes to:



Current Apply your changes to only the selected instance of the repeating event.

Future Apply your changes to the selected event and all instances of the repeating event that occur at a later date.

All Apply your changes to the selected event and all past and future instances of the repeating event.

Done

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Deleting events

If an appointment is cancelled, you can delete it from your schedule. When deleting a repeating event, you can indicate whether you want to delete just the selected event, or to include other instances of the event. You can also delete all your old events that are before a selected timeframe.

Tip
You can also delete a specific event by selecting the event, tapping Details, and then tapping Delete.

Tip
Many people find it useful to refer to old events for tax purposes. If you save an archive copy of your deleted events, you can **refer to them later by importing them**.

Deleting a specific event

1 Press the Calendar application button.

2 Go to the event you want to delete:

a. From Day View, tap Go To.

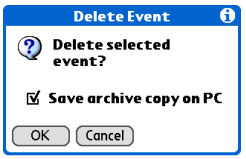
b. Select the year, month, and date of the event.

c. Tap the event description.

3 Open the Delete Event dialog box:

a. **Open the menus**.

b. Select Delete Event on the Record menu.



Continued

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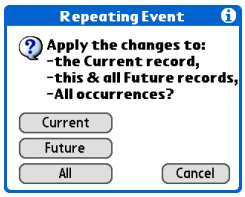
4 **[&] OPTIONAL** Select the check box to save an archive copy of the event on your computer.

5 Select OK.

6 If you're deleting a repeating event, tap one of the following to select which event(s) you want to delete:



Current Delete only the selected instance of the repeating event.

Future Delete the selected event and all instances of the repeating event that occur at a later date.

All Delete the selected event and all past and future instances of the repeating event.

Done

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Deleting all your old events

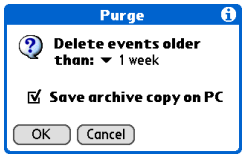
When you need more space on your handheld, or you just want to do some "housekeeping," you can delete all your old events.

1 Press the Calendar application button.

2 Open the Purge dialog box:

a. **Open the menus**.

b. Select Purge on the Record menu.



3 Select which events to purge:

a. Tap the Delete events older than pick list and select a timeframe.

b. Select the Save archive copy on PC check box if you want to place a copy of the deleted events in an archive file on your computer the next time you synchronize.

c. Select OK.

Done

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Checking your schedule

Sometimes you want to look at your schedule for a particular date, while other times you want to see an overview of a week or month.

Viewing your appointments and tasks together

Agenda View shows your daily schedule and any items on your Tasks list that are overdue or due today. If there's room on the screen, Agenda View also shows your schedule for the next dates that have events scheduled on them.

1 Press the Calendar application button.

NOTE If Calendar is already open, tap the Agenda View icon instead.

Continued

Tip
Press the Calendar application button repeatedly to cycle through the four different views.

Tip
If you installed an e-mail application, such as the palmOne™ VersaMail™ application, you can customize Agenda View to show how many unread messages you have.

Did You Know?
You can **use a favorite photo as the background** for your Agenda View.

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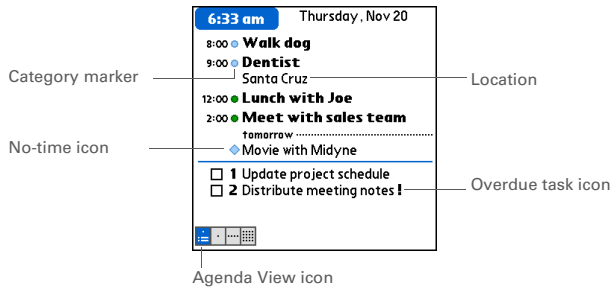
2 Do one of the following to view your schedule:

- Tap an appointment to go to it in Day View.
- Tap a task to go to it in Tasks.



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Viewing your daily schedule

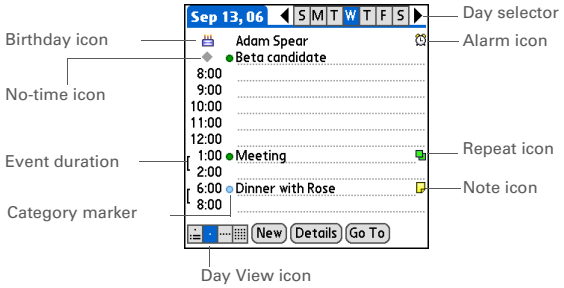
Day View shows your daily schedule one day at a time. You can scroll between days in the current week or jump to any other date.

1

Open Day View:

a. Press the Calendar application button.

b. Tap the Day View icon .



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2

Do any of the following to view your daily schedule:

- Tap the day selector to view another day in the same week, tap the arrows to scroll to the previous or next week, or tap Go To to choose a specific date.
- Tap the repeat icon, the alarm icon, or Details to open the Details dialog box.
- Tap the note icon to view the note text.
- Tap the birthday icon to view the birthday entry.
- Tap the category marker to assign the event to a color-code.

Done

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Viewing your weekly schedule

Week View shows your schedule for an entire week. The timeframes that appear on the screen are based on the Start Time and End Time settings in Calendar Preferences.

Tip
You can also press Right and Left on the navigator to scroll to the next or previous week. To go to Day View for a particular day, press Select on the navigator to insert a highlight, press Right or Left to select a day, and then press Select on the navigator again.

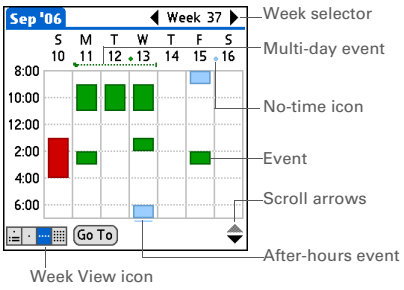
Did You Know?
Reschedule an event within the same week by dragging the event box to the new time and day.

1

Open Week View:

a. Press the Calendar application button.

b. Tap the Week View icon.



2

Do any of the following to view your weekly schedule:

- Tap the week selector to scroll between weeks, or tap Go To to choose a week.
- Tap a date to go to that day in Day View.
- Tap an event to view the event description and location.
- Tap the scroll arrows to view events scheduled earlier or later in the day during the selected week.

Done

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Viewing your monthly schedule

Month View shows your schedule for a whole month. You can scroll between months or jump to any other month.

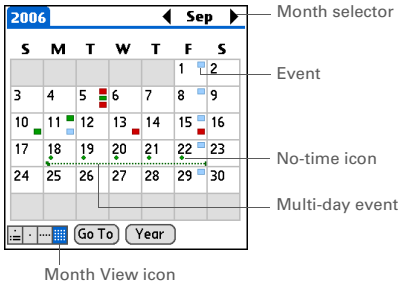
Tip
You can also press Right and Left on the navigator to scroll to the next or previous month. To go to Day View for a particular date, press Select on the navigator to insert a highlight, press Right or Left to select a date, and then press Select on the navigator again.

1

Open Month View:

a. Press the Calendar application button.

b. Tap the Month View icon.



2

Do any of the following to view your monthly schedule:

- Tap the month selector to scroll to the previous or next month, or tap Go To to choose a specific month.
- Tap a date to go to that day in Day View.

Done

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Viewing a yearly calendar

Year View shows a calendar for an entire year. You can scroll between years or jump to any other year.

Tip
You can also press Right and Left on the navigator to scroll to the next or previous month. To go to Day View for a particular date, press Select on the navigator to insert a highlight, press Right or Left to select a date, and then press Select on the navigator again.

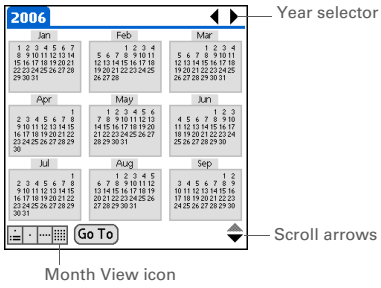
1

Open Year View:

a. Press the Calendar application button.

b. Tap the Month View icon .

c. Tap Year.



2

Do any of the following to view a yearly calendar:

- Tap the year selector to scroll to the previous or next year, or tap Go To to choose a specific year.
- Tap the scroll arrows to see months that don't fit on the screen.
- Tap a month to go to that month in Month View.

Done

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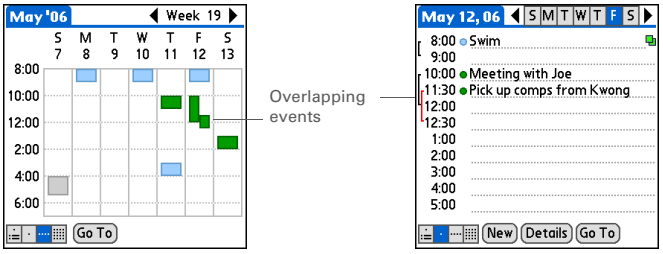
Finding events that overlap

When an event starts before a previous event finishes, the events overlap. You can spot events that overlap in Week View and in Day View.



Customizing your calendar

Control the appearance of your Calendar screens. Choose display options for Agenda View, Day View, and Month View. The options you choose for each View apply only to that View. You can also choose alarm and start and end time settings.

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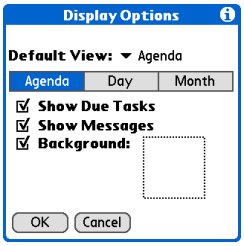
Customizing display options for your calendar

1 Press the Calendar application button.

2 Open the Display Options dialog box:

a. **Open the menus**.

b. Select Options, and then select Display Options.



3 Tap the Default View pick list and select the view you want to see when you open Calendar.

Continued

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Tip
If the text is difficult to see against your new background, **select a different Color Theme** to change the text color.

Tip
If you want to see the hours when you have nothing scheduled as well as your appointments, deselect Compress Day View. But don't forget to scroll down to see the events at the end of your day.

4

Set any of the following Agenda View display options:

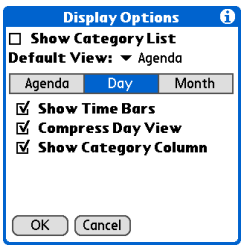
Show Due Tasks Display tasks that are due today and tasks that are overdue.

Show Messages Display the number of read and unread e-mail messages.

Background Use your favorite photo as the Agenda View background. Select the Background check box, tap the photo thumbnail, and then select a photo. Adjust the fade setting so that the text is easy to read against the photo.

5

Tap Day and set any of the following Day View options:



Show Category List Display the category pick list. By default, the Category pick list doesn't appear.

Show Time Bars Display the bars that show the duration of an event and event conflicts.

Compress Day View Avoid scrolling and display only the time period with scheduled events.

Show Category Column Display the category marker between the time and description. The color of the category marker indicates which category the event is filed under.

↘ Continued

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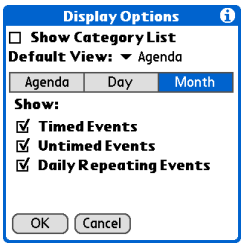
6 Tap Month and set any of the following Month View options:



Show Category List Display the category pick list. By default, the Category pick list doesn't appear.

Timed Events Show events that are scheduled for a specific time.

Untimed Events Show events that are scheduled for a specific date, but not a specific time.

Daily Repeating Events Show events that repeat every day.

7 Select OK.

Done

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Setting alarm and time options

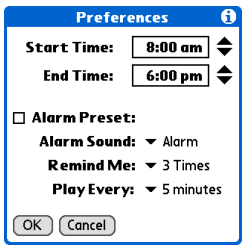
Tip
You can view and schedule events in time slots that are before or after the start or end time. You just need to scroll to those time slots.

1 Press the Calendar application button.

2 Open the Preferences dialog box:

a. **Open the menus**.

b. Select Options, and then select Preferences.



3 Select the timeframes that appear in Day View and Week View:

a. Tap the arrows next to the Start Time box to set the time that your daily schedule typically begins.

b. Tap the arrows next to the End Time box to set the time that your daily schedule typically ends.

Continued

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4 Set any of the following alarm settings:

Alarm Preset Set an alarm for each new event. When you select this check box, you also need to enter the default number of minutes, days, or hours before the event the alarm sounds. For events without a time, the alarm settings are based on midnight of the date of the event. The Alarm Preset settings appear as defaults for each new event, but you can change these settings in the Details dialog box for individual events. If you don't want to use alarms for most of your events, don't select this check box.

Alarm Sound Select the sound the alarm makes when it goes off.

Remind Me Select how many times the alarm sounds after the first time it goes off: Once, Twice, 3 Times, 5 Times, and 10 Times.

Play Every Select how often the alarm sounds: Minute, 5 minutes, 10 minutes, and 30 minutes.

5 Select OK.

Done

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Working with Calendar on your computer

Did You Know?

Mac Check out the Holiday Files folder in the Palm folder. It contains various holidays that can you import into Palm Desktop software on your computer.

Use Calendar on your computer to view and manage your schedule. Check out the online Help in Palm® Desktop software to learn how to use Calendar on your computer. The online Help includes info about the following topics:

- Scheduling events
- Rescheduling events
- Setting alarms
- Deleting events
- Marking events as private and hiding them
- Printing your schedule
- Working with Day View, Week View, Month View, and Year View

WINDOWS ONLY

To open Calendar on your computer, double-click the Palm Desktop icon on the Windows desktop, and then click Calendar on the launch bar.

MAC ONLY

To open Calendar on your computer, double-click the Palm Desktop icon in the Palm folder, and then click Date Book.

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Support
If you're having problems with Calendar or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Sharing	• Beaming events to other Palm OS® handheld users • Sending events to other Bluetooth® devices by using Bluetooth technology on your handheld
E-mail	Sending events as attachments to e-mail messages
Privacy	Keeping events private by turning on security options
Categories	• Editing and deleting categories • Viewing events by category
Common Questions	Answers to frequently asked questions about Calendar

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CHAPTER 9

Managing Your Tasks

In this chapter

Creating a task

Organizing your tasks

Marking a task complete

Deleting tasks

Customizing your Tasks list

Working with Tasks on your computer

Related topics

Some of the most successful people in the world are also the busiest. When asked how they manage to do it all, busy people usually say, "I make lists." The Tasks application on your handheld is the perfect place to make a list of the things you need to do.

Benefits of Tasks

- Set priorities
- Track deadlines
- Stay focused

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Creating a task

Tip
If no task is currently selected, you can create a new task by **writing Graffiti® 2 characters** in the **input area**.

Tip
Add a note to a task. Tap the Note button, enter the note text, and then select Done.

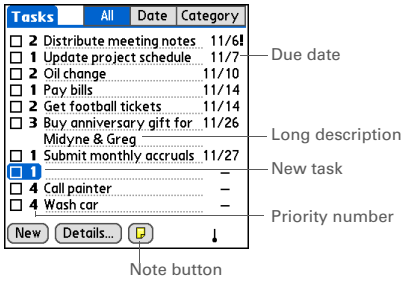
Did You Know?
You can **organize your tasks** by filing them into categories. You can also **mark tasks as private** to hide them from prying eyes.

1 Go to the Home screen and select Tasks.

2 Create a task:

a. Tap New.

b. Enter a description of the task.



3 **[&] OPTIONAL** Assign a priority and due date:

a. Tap the priority number and select a number (1 is the most important).

b. Tap the due date and select a date from the list, or select Choose Date to select a date from the calendar.

Done **That's it. Your handheld automatically saves the task. Make sure you have a current backup. Synchronize often.**

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Setting an alarm

[!] Before You Begin

Create a task and assign it a due date. A task must have a due date to set an alarm.

Tip

You can **customize the alarm sound for your tasks** in the Task Preferences dialog box.

Did You Know?

When you set an alarm, a little alarm clock appears to the right of the task description.

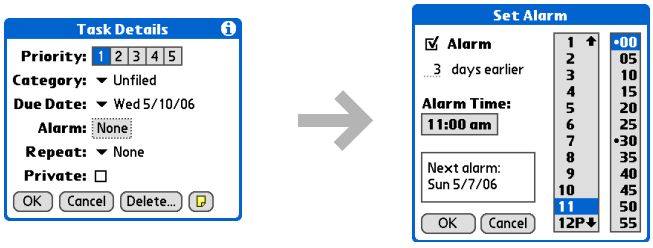
1 Go to the Home screen and select Tasks.

2 Open the Set Alarm dialog box:

a. Tap the task you want to assign an alarm to.

b. Tap Details.

c. Tap the Alarm box.



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3 Set the alarm:

a. Tap the Alarm check box.

b. Enter how many days before the due date you want the alarm to sound.

c. Tap the time columns to set the time the alarm sounds.

d. Select OK, and then select OK again.

Done

Scheduling a repeating task—standard interval

Repeating tasks are a great way to add tasks that happen over and over again, like taking out the trash every Thursday night or making monthly mortgage or rent payments.

Tip
To select intervals such as the 2nd Tuesday of every month or the 3rd Thursday in November of every year, see **Scheduling a repeating task—unusual interval**.

1 Go to the Home screen and select Tasks.

2 Enter the task you want to repeat and assign it a due date.

Continued

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3 Set the repeat interval:

a. Tap the task description, and then tap Details.

b. Tap the Repeat pick list and select how often the task repeats: Daily until, Every week, Every other week, Every month, or Every year.

NOTE If you select Daily a dialog box appears for you to select the end date.

c. Select OK.

Done

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Scheduling a repeating task—unusual interval

For tasks that don't fit neatly into the preset repeat intervals, you can set up your own repeat intervals. For example, enter tasks for paying a quarterly insurance bill or a credit card bill that is due every 28 days, or changing your smoke detector battery every six months.

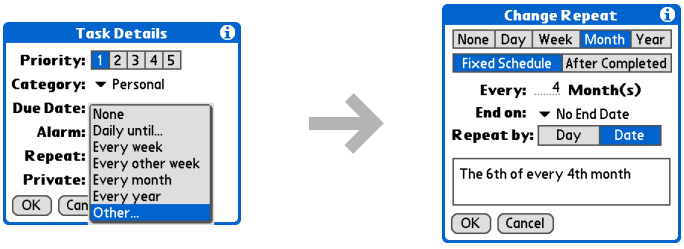
1 Go to the Home screen and select Tasks.

2 Enter the task you want to repeat and assign it a due date.

3 Open the Change Repeat dialog box:

a. Tap Details.

b. Tap the Repeat pick list and select Other.



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Tip
To schedule an annual task, such as decorating for a holiday on the first Sunday of a particular month, select Month as the repeat unit, enter 12 on the Every line, and then tap Day as the Repeat By setting.

4

Set the repeat interval:

a. Tap Day, Week, Month, or Year as the repeat unit.

b. Tap Fixed Schedule to base the due date on the due date of the current task, or tap After Completed to base the due date on the date you complete this task. With this option if you complete this task early or late, the due date for the next task adjusts accordingly.

c. Tap the Every line and enter the frequency at which the task repeats.

d. Tap the End on pick list and select an end date, if needed.

e. If you selected Fixed Schedule in step b and Week in step a, tap the day of the week the task repeats. If you selected Fixed Schedule in step b and Month in step a, tap Day to select the week within the month, such as the 4th Thursday, or tap Date to select the same date within the month, such as the 15th.

f. Select OK.

Done

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Organizing your tasks

Sometimes you want to look at all the things you need to do, while at other times you want to see only certain types of tasks.

Did You Know?
Overdue tasks have an exclamation point (**!**) next to the due date.

Tip
Your Task Preferences settings control which tasks appear in the Tasks list, such as completed or due tasks. To change these settings, **open the Options menu** and select Preferences.

Tip
Create a new category for tasks by selecting Edit Categories in the Category pick list.

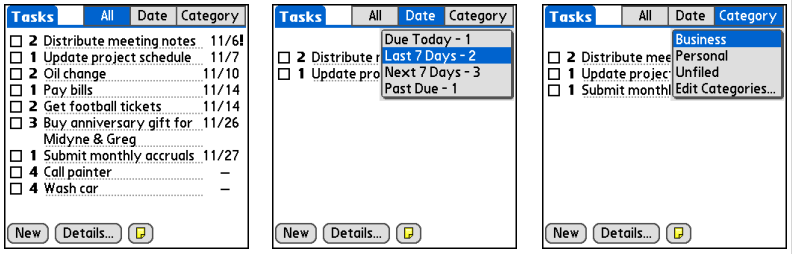
1 Go to the Home screen and select Tasks.

2 In the Tasks list, select one of these options:

All Displays all your tasks.

Date Displays tasks that are due in a specific time frame. Tap the pick list in the upper-right to select Due Today, Last 7 Days, Next 7 Days, or Past Due.

Category Displays tasks that are assigned to the selected category. Tap the pick list in the upper-right to select a different category.



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Marking a task complete

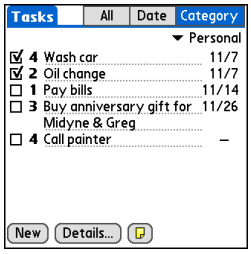
You can check off a task to indicate that you've completed it.

Tip
You can set Task Preferences to record the date that you finish your tasks, and you can show or hide finished tasks. To change these settings, **open the Options menu** and select Preferences.

1 Go to the Home screen and select Tasks.

2 Select the check box on the left side of the task.

Done



NOTE Palm® Desktop software and Microsoft Outlook handle completed repeating tasks differently. Palm Desktop software checks off all overdue instances of the task, and Microsoft Outlook checks off only the oldest instance of the task.

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Deleting tasks

If a task is cancelled, you can delete it from your Tasks list. When you delete a repeating task, you delete all other instances of the task. You can also delete all your completed tasks.

Tip
You can also delete a specific task by selecting the task, tapping Details, and then tapping Delete.

Deleting a specific task

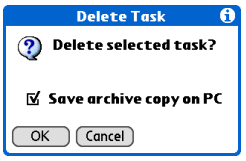
1 Go to the Home screen and select Tasks.

2 Tap the task you want to delete.

3 Open the Delete Task dialog box:

a. **Open the menus**.

b. Select Delete Task on the Record menu.



4 **[&] OPTIONAL** Select the check box to save an archive copy of the task on your computer.

5 Select OK.

Done

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Deleting all your completed tasks

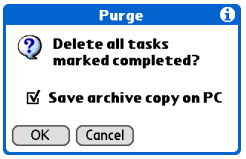
Tip
Many people find it useful to refer to old tasks for tax purposes. If you save an archive copy of your deleted tasks, you can **refer to them later by importing them**.

1 Go to the Home screen and select Tasks.

2 Open the Purge dialog box:

a. **Open the menus**.

b. Select Purge on the Record menu.



3 **[&] OPTIONAL** Select the check box to save an archive copy of your completed tasks on your computer.

4 Select OK.

Done

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Customizing your Tasks list

Control which tasks show up in the Tasks list and how they are sorted. These settings also affect tasks in Calendar's Agenda View. You can also choose the alarm sound for your tasks.

Tip
You can also display your tasks in Calendar's Agenda View. See **Customizing display options for your calendar** for details.

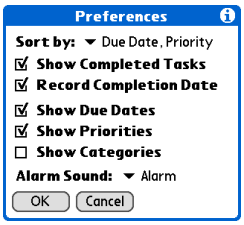
1 Go to the Home screen and select Tasks.

2 Open the Preferences dialog box:

a. **Open the menus**.

b. Select Options, and then select Preferences.

Continued



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3 Change any of the following settings, and then select OK:

Sort by Select the order in which the tasks appear in the Tasks list.

Show Completed Tasks Display your finished tasks in the Tasks list. If you turn off this setting, your finished tasks disappear from the list when you check them off, but they stay in your handheld's memory until you purge them.

Record Completion Date Replace the due date you assign to a task with the date you really complete and check off the task. If you don't assign a due date to a task, the completion date still records when you complete the task.

Show Due Dates Display each task's due date in the list (if you assigned one), and display an exclamation point next to each task that is overdue.

Show Priorities Show the priority setting for each task in the list.

Show Categories Show the category for each task in the list.

Alarm Sound Select a sound for the alarms you assign to your tasks.

Done

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Working with Tasks on your computer

Use Tasks on your computer to view and manage your tasks. Check out the online Help in Palm Desktop software to learn how to use Tasks on your computer. The online Help includes info about the following topics:

- Learning about the parts of the Tasks window
- Entering, editing, and deleting tasks
- Creating repeating tasks
- Marking tasks private
- Showing, masking, and hiding private tasks
- Assigning tasks to categories
- Printing your task list
- Selecting how to view tasks
- Sorting tasks by due date, priority level, or categories

WINDOWS ONLY

To open Tasks on your computer, double-click the Palm Desktop icon on the Windows desktop, and then click Tasks on the launch bar.

MAC ONLY

To open Tasks on your computer, double-click the Palm Desktop icon in the Palm folder, and then click To Dos.

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Support
If you're having problems with Tasks or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

E-mail	Sending tasks as attachments to e-mail messages
Sharing	• Beaming tasks to other Palm OS® handheld users • Sending tasks to other Bluetooth® devices by using Bluetooth technology on your handheld
Privacy	Keeping tasks private by turning on security options
Categories	Organizing tasks by type
Common Questions	Answers to frequently asked questions about Tasks

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CHAPTER 10

Writing Memos

In this chapter

Creating a memo

Viewing and editing a memo

Moving memos in your memos list

Deleting a memo

Working with Memos on your computer

Related topics

Your handheld contains applications for storing the most common types of information: contact names and numbers, appointments, and so on. Memos is the tool to use for capturing information that is meaningful to you but does not fall into one of these categories. From meeting notes to recipes and favorite quotations, Memos provides a quick and easy way to enter, store, and share your important information.

Benefits of Memos

- Store essential but hard-to-remember information
- Easily retrieve and share information

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Creating a memo

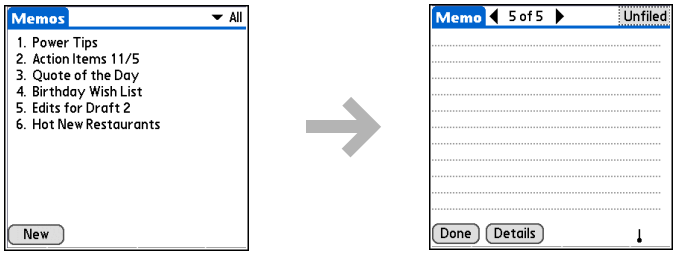
Tip
In the Memos list, you can also just start writing to create a new memo. The first letter is automatically capitalized.

Tip
Use **Phone Lookup** to quickly add a name and phone number to a memo.

1 Go to the Home screen and select Memos.

2 Create a memo:

a. Select New.



b. Enter your memo. Tap Enter on the onscreen keyboard or draw the Graffiti® 2 writing Return stroke ↗ to move to a new line in the memo.

c. Select Done.

Done That's it. Your handheld automatically saves the memo. Make sure you have a current backup. Synchronize often.

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Viewing and editing a memo

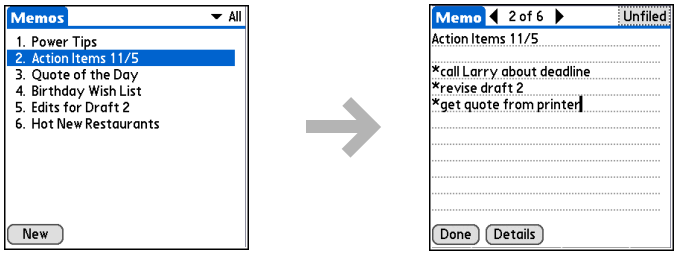
Tip
The Memos list shows the first line of each memo, so make sure that first line is something you will recognize.

Tip
You can **change the size of the text** in Memos to enhance readability.

1 Go to the Home screen and select Memos.

2 View or edit the memo:

a. In the Memos list, select the memo you want.



b. Read or edit the memo, and then select Done.

Done

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Moving memos in your memos list

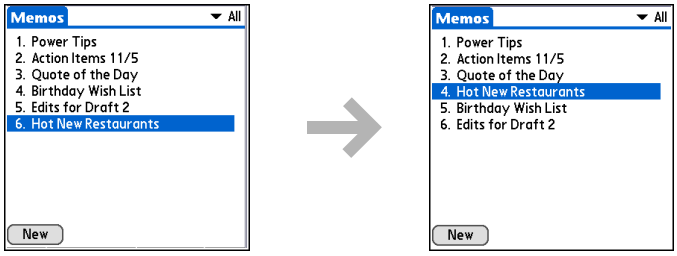
You can move memos up or down in your memos list. For example, you might want to keep all memos on a certain topic grouped together.

Did You Know?
If you use Palm® Desktop software for synchronizing, you can send a memo to your computer by **synchronizing**, and then open the memo on your computer in an application such as Microsoft Word for further editing, formatting, and so on. Right-click the memo on your computer, click Send To, and then select the application to which you want to send the memo.

1 Go to the Home screen and select Memos.

2 Move a memo:

a. Locate the memo you want.



b. Move the memo up or down by dragging the stylus across the screen. A black dotted line appears to represent the memo you are moving.

c. When the line is in the location you want for your memo, lift the stylus.

Done

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Deleting a memo

Tip
Need to retrieve that holiday recipe you stored? If you save an archive copy of your deleted memos, you can refer to them later by importing them.

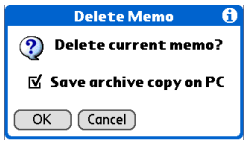
1 Go to the Home screen and select Memos.

2 Open the Delete Memo dialog box:

a. Locate the memo you want.

b. Open the menus.

c. Select Delete Memo on the Record menu.



3 [&] OPTIONAL Select the check box to save an archive copy of the memo on your computer.

4 Select OK.

Done

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Working with Memos on your computer

Use Memos on your computer to view and manage the memos you create on your handheld. Check out the online Help in Palm® Desktop software to learn how to use Memos on your computer. The online Help includes info about the following topics:

- Viewing, copying, and deleting memos
- Editing memo details
- Marking memos private
- Showing, masking, and hiding private memos
- Printing memos
- Changing between the list and single memo views
- Adding a date and time stamp to a memo
- Organizing memos into categories
- Sorting memos
- Sharing memos

WINDOWS ONLY

To open Memos on your computer, double-click the Palm Desktop icon on the Windows desktop, and then click Memos on the launch bar.

MAC ONLY

To open Memos on your computer, launch Palm Desktop software from the Palm folder, and then select Memos.

Tip

You can copy the text of a memo and paste it into a new Word file in **Documents To Go** on your handheld. Edit the text in Documents To Go, save as a Microsoft Word file, and then send the file to your computer by **synchronizing** so you can view and edit it in Word.

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Support
If you're having problems with Memos or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving Around	• Opening applications • Using menus
Entering Information	Adding a phone number or other contact information to a memo using Phone Lookup
Categories	Organizing memos by arranging them into categories and sorting them
Privacy	Keeping memos private by turning on security options
Sharing	• Beaming memos to other Palm OS® handheld users • Sending memos to other Bluetooth® devices using the Bluetooth technology on your handheld
E-mail	Sending memos as attachments to e-mail messages
Messages	Sending memos as part of a text or multimedia message
Common Questions	Answers to frequently asked questions about Memos

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CHAPTER 11

Writing Notes in Note Pad

In this chapter

Creating a note

Viewing and editing a note

Deleting a note

Working with Note Pad on your computer

Related topics

Need to jot down a phone number or a reminder to yourself? Avoid fumbling for scraps of paper, and write important reminders in Note Pad. You can use Note Pad to do everything you might do with a piece of paper and a pencil. Note Pad gives you a place to draw freehand and take notes in your personal handwriting, which is even faster and more flexible than creating a memo on your handheld.

Benefits of Note Pad

- No learning curve
- Capture information in the moment
- A picture is worth a thousand words
- See reminders when you set alarms

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Creating a note

[!] Before You Begin
Make sure **full-screen writing is turned off**. You cannot create or edit notes in Note Pad when full-screen writing is on.

Tip
Tap the pen selector to change the pen width or to select the eraser. To clear the screen completely, tap the note (anywhere but the title), **open the Edit menu** and select Clear Note.

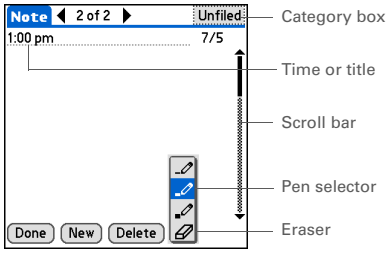
Did You Know?
Prevent others from viewing your notes by **marking them as private**.

1 Go to the Home screen and select Note Pad.

2 Create a note:

a. Use the stylus to write your note directly on the handheld screen.

b. Select the time at the top of the screen and enter a title using **Graffiti® 2 writing** or the **onscreen keyboard**.



3 **[&] OPTIONAL** Assign the note to a category by tapping the Category box in the upper-right corner, and then selecting a category.

4 Select Done.

Done That's it. Your handheld automatically saves the note. Make sure you have a current backup. **Synchronize** often.

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Choosing the pen and paper (background) colors

1 Go to the Home screen and select Note Pad.

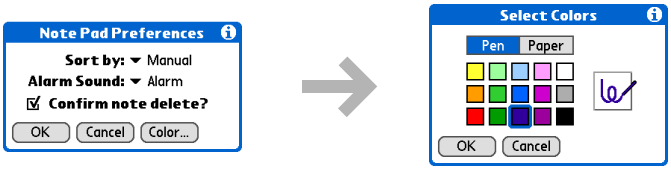
2 Open the Select Colors dialog box:

a. Select Done to display the Note Pad list.

b. **Open the menus**.

c. Select Options, and then select Preferences.

d. Tap Color.



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3 Select the pen and paper colors:

a. Tap Pen, and then tap the ink color you want to use.

b. Tap Paper, and then tap the background color you want to use.

c. Select OK, and then select OK again.

Done

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Setting an alarm

To use a note as a reminder, set an alarm for that note.

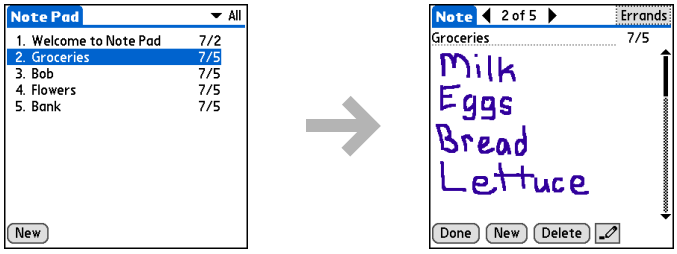
Tip
Change the alarm sound by **opening the Options menu**, selecting Preferences, and then selecting a sound from the Alarm Sound pick list.

1 Go to the Home screen and select Note Pad.

2 Open the note:

a. Select Done to display the Note Pad list.

b. Select the note you want to set an alarm for.



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Tip
You can also open the Set Alarm dialog box by selecting a note and tapping the right edge of the screen next to the note title.

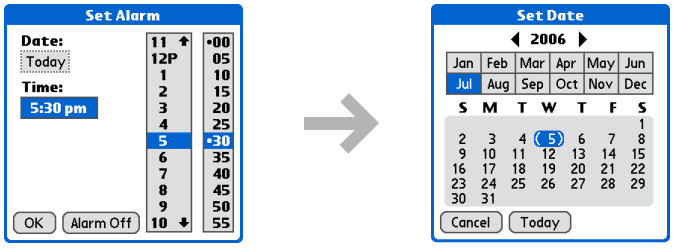
3

Set the alarm:

a. **Open the menus**.

b. Select Options, and then select Alarm.

c. Tap the Date box, and then tap the year, month, and date you want the alarm to sound.



d. Tap the time you want the alarm to sound.

e. Select OK.

Done

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Viewing and editing a note

Tip
Sort the Note Pad list alphabetically, by date, or manually. **Open the Options menu,** select Preferences, and then tap the Sort by pick list.

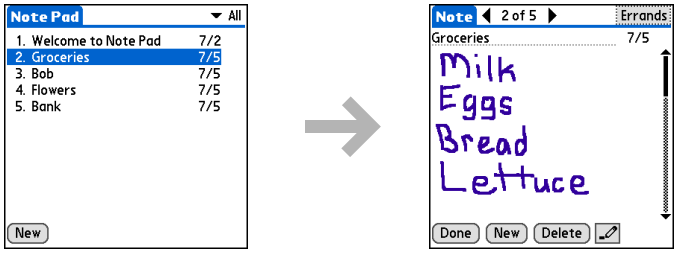
If you sort manually, you can rearrange the list by dragging notes to another position in the list.

1 Go to the Home screen and select Note Pad.

2 Open the note:

a. Select Done to display the Note Pad list.

b. Select the note you want to view or edit.



3 Read or edit the note, and then select Done.

Done

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Deleting a note

Tip
You can also Delete a note by **opening the Record menu** and selecting Delete Note.

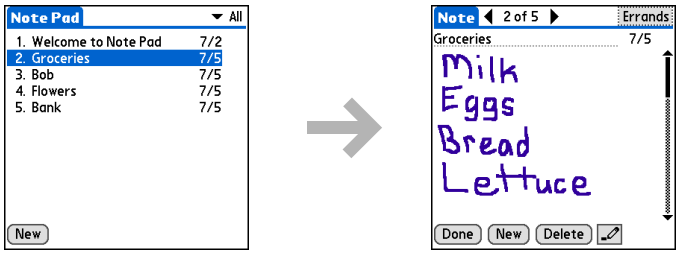
Tip
Want to get rid of those deletion confirmation messages? **Open the Options menu,** select Preferences, and then uncheck the Confirm note delete check box.

1 Go to the Home screen and select Note Pad.

2 Open the note:

a. Select Done to display the Note Pad list.

b. Select the note you want to delete.



3 Select Delete, and then select OK to confirm deletion.

Done

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Working with Note Pad on your computer

Use Note Pad on your computer to view and manage the handwritten notes you create on your handheld. Check out the online Help in Palm® Desktop software to learn how to use Note Pad on your computer. The online Help includes info about the following topics:

- Learning about the parts of the Note Pad window
- Viewing, copying, and deleting notes
- Editing note details and titles
- Setting an alarm for a note
- Marking notes private
- Showing, masking, and hiding private notes
- Printing notes
- Changing between the List and note Preview views
- Sorting notes
- Sharing notes

WINDOWS ONLY

To open Note Pad on your computer, double-click the Palm Desktop icon on the Windows desktop, and then click Note Pad on the launch bar.

MAC ONLY

To open Note Pad on your computer, double-click the Note Pad icon in the Palm folder.

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Support
If you're having problems with Note Pad or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving Around	• Opening applications • Using menus
Sharing	• Beaming notes to other Palm OS® handheld users • Sending notes to other Bluetooth® devices by using Bluetooth technology on your handheld
E-mail	Sending notes as attachments to e-mail messages
Privacy	Keeping notes private by turning on security options
Categories	Creating categories so you can organize notes
Common Questions	Answers to frequently asked questions about Notes

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CHAPTER 12

Performing Calculations

In this chapter

Calculator buttons

Viewing recent calculations

Related topics

Whether you're figuring the tip on a restaurant bill, or balancing your checkbook, it's always nice to have a calculator on hand. And because it's part of your handheld, there's no need to carry a separate calculator.

Benefits of Calculator

- Always have a calculator with you
- Store calculations for later use

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Calculator buttons

Tip
Use the memory buttons to store and recall a number you enter in multiple calculations.

Tip
If you make a mistake entering a number in the middle of a calculation, use the CE button to re-enter the number without starting the calculation over.

Clear any value in the Calculator memory.

Recall the stored value from the memory and enter it into the current calculation.

Place the current number into memory. The current number is added to the total that is already in the memory. Tapping this button does not affect the current calculation; it just places the value in memory.

Clear the last number you entered.

Clear the entire calculation so that you can start over.

Enter a number, and then tap this button to change it to a percentage.

Enter a number, and then tap this button to calculate the square root of the number.

Enter a number, and then tap this button to make it negative.

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Viewing recent calculations

View recent calculations to confirm that you entered everything correctly.

Did You Know?
Viewing recent calculations is helpful when double-checking the math in your checkbook register.

Did You Know?
Calculator History also has these functions:

Clear Tap here to clear the calculator's history.

Copy Tap here to copy the history of calculations. Then paste them into another application by opening the Edit menu and selecting Paste in the other application.

1 Go to the Home screen and select Calculator.

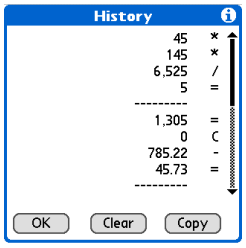
2 Open the History dialog box:

a. **Open the menus**.

b. Select Options, and then select Show History.

c. Select OK.

Done



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Support
If you're having problems with Calculator or anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click the links below to learn about these related topics:

Moving around	• Opening applications • Using menus
Entering information	Entering numbers with Graffiti® 2 characters

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Managing Your Expenses

In this chapter

Adding an expense

Choosing currency options

Deleting expenses

Customizing the expense list

Working with Expense on your computer

Related topics

Tired of trying to re-create your business trip when you return? Expense makes it easy to keep track of what you paid for that dinner in New York with your new sales group.

You can track costs for meals, lodging, transportation, entertainment, and more, and save all of the information in one convenient place. You can even transfer the information to a spreadsheet on your computer.

Benefits of Expense

- Monitor your business and personal expenses
- Easily retrieve expense information
- Create expense reports faster

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Adding an expense

Did You Know?
Expense is not just for business. Use it to help plan your budget by figuring out how much you spend each month on things like entertainment and dining out.

Tip
Add an expense simply by writing the first letter of the expense type. For example, entering *D* opens a dinner item with today's date.

To enable this feature on your handheld, open the **Options menu** and select Preferences. Check the automatic fill box.

Tip
Change the date of an expense by tapping the date of the item.

1 Go to the Home screen and select Expense.

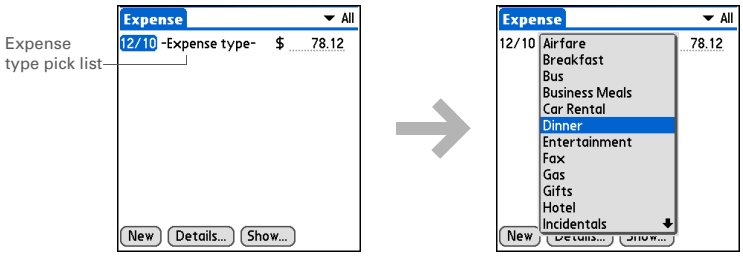
2 Enter the expense:

a. Tap New.

b. Enter the amount of the expense.

c. Tap the Expense type pick list and select a type.

NOTE You must select an Expense type if you want to save the item.



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Tip
Add extra information to your expense items. Select the item and tap Details. Then tap Note and enter the information.

Tip
Tap **Lookup** in the Attendees list to pull names from Contacts.

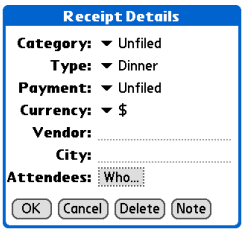
Did You Know?
After you synchronize, you can **send your expense information to a spreadsheet** on your computer.

3

Enter the details of the expense:

a. Tap Details.

b. Tap each field where you want to enter information, and enter it.



Category Select a **category** to sort your expenses.

Type Enter the expense type.

Payment Select how you paid for the expense.

Currency Select the currency used to pay the expense. You can **preset this symbol**.

Vendor and City Enter the vendor and city associated with the expense. For example, a business lunch might be at Rosie's Cafe in San Francisco.

Attendees Enter the people associated with the expense.

c. Select OK.

Done **That's it. Your handheld automatically saves the expense. Make sure you have a current backup. Synchronize often.**

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Choosing currency options

Expense is even easier to use when you customize the currency list. You can choose what currencies appear in the pick list, what symbol automatically appears in new expenses, and even create your own currency symbol.

Customizing the currency pick list

Place the currency symbols that you use most often in the currency pick list.

Tip
If you travel a lot, update the currency pick list, so that you can quickly get to the symbols you need.

Did You Know?
Use separate categories for related expenses. For example, create a London category for a trip to London. After you file your expense report for the London trip, you can easily delete the related expenses with the **Purge** command.

1 Go to the Home screen and select Expense.

2 Open the Receipt Details dialog box:

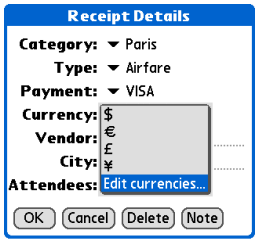
a. Tap an expense item.

b. Tap Details.

3 Select the currency symbol(s) that you want to see in the pick list:

a. Tap the Currency pick list, and then select Edit currencies.

Continued



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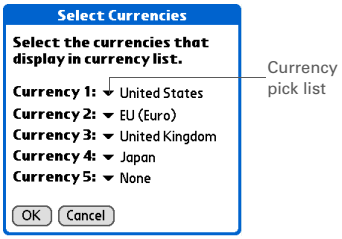
Cont'd.

b. Tap one of the Currency pick lists and select the name of the country whose currency symbol you want to display.

c. Select OK, and then select OK again.



Done The expense list now displays the currencies you selected.

Presetting the currency symbol

Choose which currency symbols appear when you add a new expense.

Tip

If you're entering several expenses that all use the same currency, change the preset currency to that symbol to save time.

When you're finished with those expenses, change it again to the next one you'll use.

1 Go to the Home screen and select Expense.

2 Open Expense Preferences dialog box:

a. **Open the menus**.

b. Select Options, and then select Preferences.

Continued

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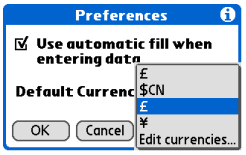
3 Choose the default currency:

a. Tap the Default Currency pick list.

b. Select the symbol you want to appear when you add new expenses.

c. Select OK.



Done

Creating a currency symbol

If the currency you want to use is not in the pick list of countries, you can create your own symbol.

1 Go to the Home screen and select Expense.

2 Open the Custom Currencies dialog box:

a. **Open the menus**.

b. Select Options, and then select Custom Currencies.

Continued

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3 Create the custom symbol:

a. Tap a Country box.

b. Enter the name of the country and the symbol that you want.

c. Select OK, and then select OK again.

Done

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Deleting expenses

Delete individual expenses, or an entire category of expenses at once.

Deleting an individual expense

1. Go to the Home screen and select Expense.
2. Select the expense you want to delete.
3. Delete the item:
   a. **Open the menus**.
   b. Select Delete Item on the Record menu.
4. **[&] OPTIONAL** Select the check box to save an archive copy of the expense on your computer.
5. Select OK.

Done

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Deleting an entire category of expenses

Tip
To combine expenses from different categories, rename one category to match the other category's name.

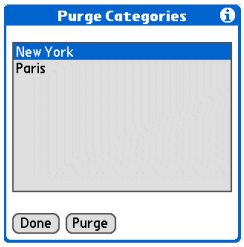
Did You Know?
There is another way to delete a category. Tap the Category pick list and select Edit Categories. Tap the Delete command to delete the selected category and move all of its entries to the Unfiled category.

1 Go to the Home screen and select Expense.

2 Open the Purge Categories dialog box:

a. **Open the menus**.

b. Select Purge on the Record menu.



3 Delete the category and all of its items:

a. Tap the category you want to delete.

b. Tap Purge.

c. Select Done.

Done

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Customizing the expense list

You can change the appearance of the expense list.

Did You Know?
Customizing the expense list makes it easy to see how much you spent on each type of expense. For example, to see how much you spent on taxis, sort your expenses by type so that all your taxi expenses appear together in the list.

Use **categories** to further refine your list.

1 Go to the Home screen and select Expense.

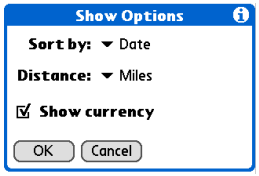
2 Tap Show.

3 Tap the pick lists to change any of the following items, and then select OK.:

Sort by Sort expenses by date or type.

Distance Show distance in miles or kilometers.

Show currency Show or hide the currency symbol in the expense list.



Done

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Working with Expense on your computer

WINDOWS ONLY

Use Expense on your computer to view and manage the expenses you create on your handheld. Check out the online Help in Palm® Desktop software to learn how to use Expense on your computer. The online Help includes info about the following topics:

- Add, edit, and delete expense items
- Organize your expenses by date, type, amount, notes, or category
- View expense items as a list, large icons, or small icons
- Convert a list of expenses to a single currency
- Print expense reports
- Transfer expense information to other applications, such as Microsoft Excel, using the Send or Export command in Palm Desktop software.

To open Expense on your computer, double-click the Palm Desktop icon on the Windows desktop, and then click Expense on the launch bar.

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Support
If you're having problems with Expense or anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving around	• Opening applications
	• Using menus
Entering information	• Adding contacts to the attendees list with Lookup
	• Entering information with Graffiti® 2 characters and shortcuts
Calculator	Performing basic math calculations associated with your expenses
Categories	• Creating and editing categories
	• Organizing expenses by type and sorting them
Customizing	Setting number formats

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Recording Voice Memos

In this chapter

Creating a voice memo

Listening to a voice memo

Setting an alarm for a voice memo

Saving a voice memo to an expansion card

In a familiar scene from old movies, the boss calls in his secretary to "take a memo." But if you are not fortunate enough to have such support at your disposal—or if that brilliant marketing idea hits when you're away from your office—Voice Memo is the tool you need.

Voice Memo provides a place for you to record and play back notes, agenda items, and other important thoughts directly on your handheld. Record client meeting notes on the way to the office, then send them to your assistant via e-mail to transcribe them. Or use a voice memo with an alarm as a reminder message for that errand you promised not to forget.

Benefits of Voice Memo

- Capture thoughts
- Send recorded memos to colleagues
- Synchronize voice memos to back them up on your computer

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Creating a voice memo

You can create a quick voice memo using the application button on the side of your handheld, or you can use the pause control for a longer memo that you can pause and restart as your ideas flow.

Did You Know?
You can **automatically store voice memos on an expansion card**.

Tip
To pause your recording, you must keep the Voice Memo button held down and then tap Pause. For longer recordings where you want to pause multiple times, **use the onscreen control**

Creating a quick voice memo using the application button

1 Hold down the Voice Memo application button on the side of your handheld. A tone indicates that recording has started.

2 Record your voice memo:

a. Hold the back of your handheld no more than eight inches from your mouth and begin speaking. The **microphone** is located on the back. Continue holding the Voice Memo button while recording.

b. When you have finished recording, release the Voice Memo button. A tone indicates that recording has stopped and the memo is finished.

NOTE Pressing the Voice Memo application button again starts a *new* memo.

3 Select Done.

Done **That's it. Your handheld automatically saves the voice memo. Make sure you have a current backup. Synchronize often.**

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Creating a longer voice memo using the pause control

Pause and resume recording as many times as you want to make sure you capture all of your thoughts.

1

Go to the Home screen and select Voice Memo.

Alternately, you can press and quickly release the Voice Memo application button.

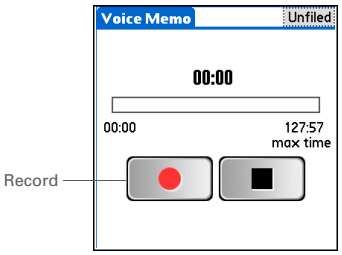
2

Record your voice memo:

a. Tap New.

b. Tap Record. A tone indicates that recording has started.

c. Hold your handheld no more than eight inches from your mouth and begin speaking. The **microphone** is located on the back.



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Tip
Once you pause your recording, you can use other applications and come back later to resume recording. To resume recording, just tap the Voice Memo icon or press and release the Voice Memo application button, and then tap Record.

Tip
You can organize your voice memos by **storing them into categories**, such as personal or marketing ideas.

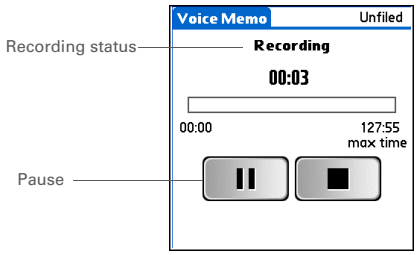
3

Pause and restart recording:

a. Tap Pause to stop recording. A tone indicates that recording has paused.

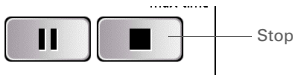
b. Tap Record. A tone indicates that recording has restarted.

c. **P**ause and restart recording as many times as you want. You can use other applications while the voice memo is paused.



4

Tap Stop. A tone sounds to indicate that recording has stopped.



↘ Continued

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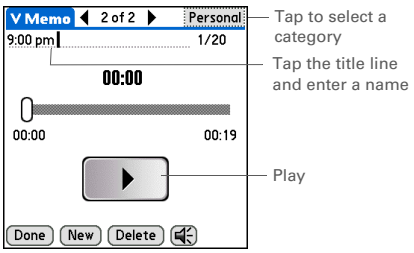
5 **[&] OPTIONAL** Tap on the title line and enter a title for your memo. You can choose to leave the time as part of the title or remove it. You can also select a category to store your memo. If you want to listen to your memo, tap the Play button.



6 Select Done

Done

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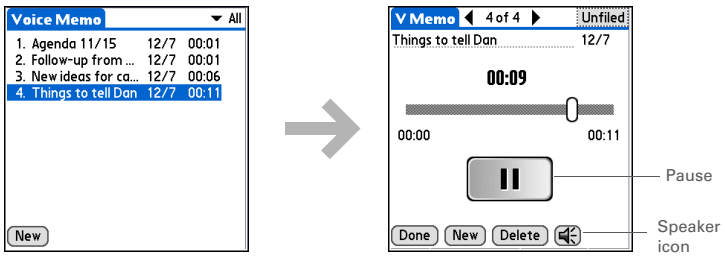
Listening to a voice memo

Tip
You can sort the Voice Memo list by date, alphabetically, by length of memo, or manually. Go to the Preferences menu and tap the Sort by pick list to select a sorting scheme.

Tip
Press Right or Left on the navigator to listen to the next or previous voice memo.

1 Go to the Home screen and select Voice Memo.

2 In the Voice Memo list, select the voice memo title. The voice memo begins to play after a few seconds.



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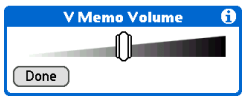
3 **[&] OPTIONAL** Set the volume level:

a. Select the Speaker icon.

b. Press Up or Down on the navigator to adjust the volume.

c. Press Done.



4 Select Done.

Done

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Setting an alarm for a voice memo

Tip
You can use a concerto or a bird chirp or to a number of other sounds for your alarm. **Open the menus,** select Options, and then select Preferences. Tap the Alarm pick list to select a sound.

1 Go to the Home screen and select Voice Memo.

2 Select the voice memo to which you want to assign an alarm.

3 Open the Alarm dialog box:

a. **Open the menus**.

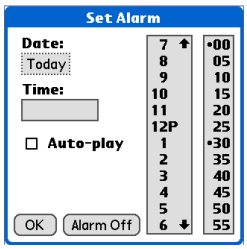
b. Select Options, and then select Alarm.

4 Set the alarm:

a. Tap the Date box and select the year, month, and date you want the alarm to sound.

b. Tap the Time box and select the hour and minute you want the alarm to sound.

↘ Continued



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5 **[&] OPTIONAL** Select the Auto-play check box to automatically play the voice memo when the alarm goes off.

6 Select OK.

Done

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[!] **Before You Begin**
You must have an expansion card inserted in your handheld's expansion card slot.

Did You Know?
When you store voice memos on an expansion card, they do not appear in the Voice Memo portion of Palm® Desktop software after a HotSync® operation and are not backed up.

Did You Know?
You cannot mark voice memos private or attach alarms to voice memos that are stored on an expansion card.

Saving a voice memo to an expansion card

You can conserve storage space on your handheld, or create voice memos for others, by storing your voice memos on an expansion card. Voice Memo enables you to store specific voice memos on an expansion card, or to configure your handheld to always store voice memos on an expansion card when one is present.

Saving a specific memo to an expansion card

1. Go to the Home screen and select Voice Memo.
2. Open a voice memo.
3. Tap the category pick list in the upper-right corner and select Card.
4. Select Done.

Done

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Automatically storing all voice memos on an expansion card

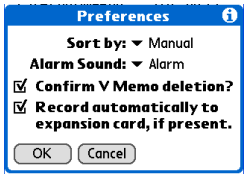
1 Go to the Home screen and select Voice Memo.

2 Open the Alarm dialog box:

a. **Open the menus**.

b. Select Options, and then select Preferences.

3 Select the check box Record automatically to expansion card, if present.



4 Tap OK.

Done

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Support
If you're having problems with Voice Memo or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving Around	• Opening applications • Using menus
Categories	Organizing voice memos by arranging them into categories and sorting them
Privacy	Keeping voice memos private by turning on security options
Sharing	• Exchanging voice memos with other palmOne™ handheld users by beaming them • Sending voice memos to other palmOne Bluetooth® devices by using Bluetooth technology on your handheld
E-mail	Sending voice memos as attachments to e-mail messages
Common Questions	Answers to frequently asked questions about Voice Memo

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CHAPTER 15

Taking and Viewing Photos and Videos

In this chapter

Supported file types

Capturing a photo

Recording a video

Adjusting the camera settings

Viewing photos or videos

Organizing photos and videos

Personalizing a photo

Copying a photo

Deleting a photo or video

Sharing photos and videos

Working with palmOne Media on your computer

Related topics

A picture may be worth a thousand words, but what happens when you have a thousand pictures—or videos—that you are trying to keep organized? Or when that unexpected perfect moment happens that you need to capture on video right now?

Your handheld's built-in camera enables quick photo and video capture, while palmOne™ Media features easy viewing and organization of still photos and videos. You can keep your favorite photos right on your handheld; **select a photo as the background** for your Home screen and another one as the background for Agenda View in Calendar; even **add a photo to a Contacts entry**.

Benefits of your handheld's media features

- Never be far from your favorite people or places
- Capture key moments
- Simplify photo and video organization
- Use expansion cards (sold separately) to store videos and additional photos

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Supported file types

When you capture a photo, you can save it directly on your handheld or on an **expansion card** (sold separately) inserted into the expansion slot. Photos are saved in the format JPG.

[!] IMPORTANT **You can record and save videos to an expansion card *only*. Videos are saved in the format ASF (MPEG-4). You cannot view video clips that you capture on your handheld on a Mac computer. For more information, go to www.palmOne.com/support/intl.**

If you take a picture with a digital camera, or you find one on the web, it's likely your handheld can display it. You can view photos in popular formats such as JPG, BMP, TIFF (uncompressed), and GIF on your handheld or from an expansion card inserted into the expansion slot.

NOTE There is no palmOne Media desktop application on Mac computers.

You can view videos on your handheld from an expansion card in MPEG-1 and ASF (MPEG-4) file format. On a Windows computer, send the video to the expansion card from the palmOne Media desktop application or palmOne Quick Install by synchronizing. The videos are converted to a format your handheld can play and are optimized for viewing on the handheld. On a Mac computer, drag the video to the Send To Handheld droplet, and then synchronize. Videos are converted to MPEG-1 format from a Mac.

For both Windows and Mac computers, note that there are numerous video formats, and even many variations within the MPEG-1 and ASF (MPEG-4) formats. If you insert an expansion card containing a video file into your handheld's expansion slot, your handheld may not be able to view the video. The same is true if you try to view a video file using the palmOne Media desktop application on your Windows computer. If you are unsure if a format is supported, try viewing it with the desktop application first; if you can view the video file there, the chances are greater that you can view it on your handheld as well.

[!] IMPORTANT **For information on converting videos on a Mac to download to your handheld, see the Photo Video Audio readme file in the documents folder on the CD included with your handheld. If you have installed the CD, this folder and file are also in the Palm folder on your desktop.**

Tip

You can send photos and videos you capture on your handheld to your computer by **synchronizing**.

Windows: To view photos or videos on a Windows computer, open Palm® Desktop software, click Media, and double-click the photo or video you want.

Mac: To view photos on a Mac computer, open Home:Pictures:palmOne Photos:<Palm User Name> (OS X) or Documents:palmOne Photos:<Palm User Name> (OS 9) and double-click the photo you want.

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Capturing a photo

Tip
Customize any picture you capture or view on your handheld by **using the drawing tool** to annotate the photo.

Tip
Tap the palmOne Media button to view all photos and videos in the current album.

Did You Know?
The photo capture screen also displays the approximate number of photos you can capture based on your handheld's available memory and the amount of charge in the battery. This number may change depending on the amount of information in of the photos you have captured. If battery power is low, the indicator turns red, and you should recharge your handheld.

1 Press the Camera application button.

2 Set up the camera to take the photo:

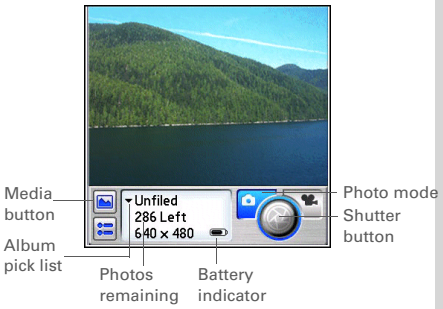
a. Select photo mode if it is not already selected.

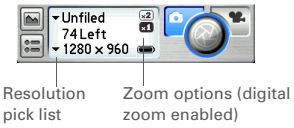
b. Tap the album pick list and select the album to which you want to save the photo.

c. Tap the resolution pick list if you want to select a different **resolution** for the photo.

NOTE Captured resolution of photos and videos may be lower.

Continued





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Tip
To save photos automatically without reviewing them, **disable photo review**.

Did You Know?
If photo review is enabled with timeout, the photo is saved automatically if you do not select Save or Trash within three seconds.

3

Take the photo:

a. Move the handheld until the picture you want appears on the screen.

b. If **digital zoom** is enabled, select whether to zoom in on the subject.

c. Select the shutter button or press Select on the navigator.

4

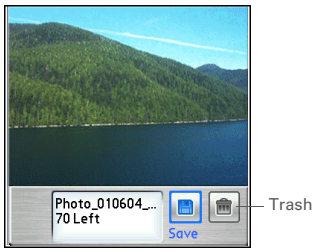
Save or delete the photo:

a. If **photo review** is enabled, review the photo.

b. After review, do one of the following:

Save the photo Select Save. The photo is saved to the album selected from the pick list.

Delete the photo Select Trash.



Done

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Recording a video

[!] IMPORTANT **You can record and save video files only on an expansion card (sold separately) inserted into the expansion card slot. You cannot save video files directly on your handheld.**

Tip
If no expansion card is inserted in the slot, an error message appears. Tap the screen to return to photo mode, or insert an expansion card to continue.

Tip
Tap the palmOne Media button to view all photos and videos in the current album.

Did You Know?
The video recording screen displays the approximate recording time you have left based on the space available on the expansion card. Actual recording time may vary depending on how fast you are moving, how many colors you are recording, and so on.

1 Press the Camera application button.

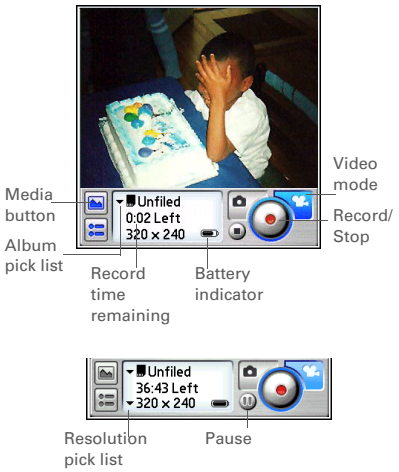
2 Set up the camera to capture the video:

a. Select video mode if it is not already selected.

b. Tap the album pick list and select the album to which you want to save the video. Only expansion card albums appear on the video recording screen.

c. Tap the resolution pick list if you want to select a different **resolution** for the video.

NOTE Captured resolution of photos and videos may be lower.



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3

Capture the video:

a. Move the handheld until the scene you want to capture appears on the screen.

b. Select Record.

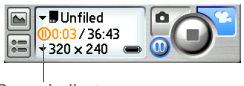
4

Pause, resume, and complete recording:

a. Select Pause to pause recording if needed. Select Record to resume recording.

b. When finished recording, press Stop.

↘ Continued



Pause indicator

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Tip
To save videos automatically without reviewing them, **disable video review**.

Tip
Tap and drag the progress indicator bar to jump to a different section of the video. Tap Pause to pause video playback.

5

Save or delete the video:

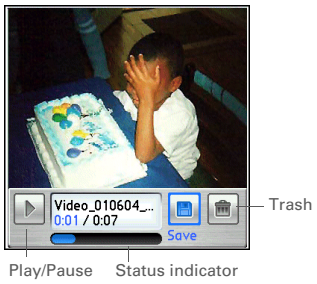
a. If **video review** is enabled, select Play to review the video.

b. After review, do one of the following:

Save the video Select Save. The video is saved on the expansion card, to the album selected from the pick list.

Delete the video Select Trash.

Done



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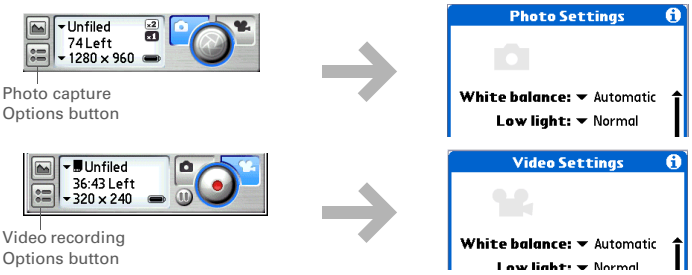
Adjusting the camera settings

1 Press the Camera application button.

2 Adjust the basic camera settings:

a. Select photo or video mode, and then select the Options button.



b. Select the options you want:

White balance Select the light type for your subject.

Low light Select if you are in a low-light environment.

Effects Select an effect for your image, such as black and white.

Resolution Select a higher resolution if you want a clearer picture; however, a higher resolution creates a larger file size when you save the photo or video.

↘ Continued

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✱ **Tip**
Tap Default on the Advanced Photo Settings screen to return to the preset camera settings.

Cont'd.

Review photos/videos Select whether to review a photo or video before saving it.

Date stamp (Photos only) Select whether to mark your photos with the date and time they are taken.

Auto naming Select Custom to specify a new naming system for photos and videos (default is photo_mmddyy_xxx), and then enter the new auto name.

Digital zoom (Photos only) Select Disabled if you do not want to be able to zoom in when taking a photo.

Shutter sounds Select Off if you do not want to hear a sound when taking a photo or recording a video.

Microphone (Videos only) Select whether to enable recording of sound using the microphone while recording a video.

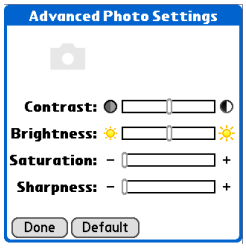
3

[&] OPTIONAL Adjust advanced camera settings:

a. Select Advanced at the bottom of the Photo or Video Settings screen.

b. Use the stylus to drag the slider to adjust the contrast, brightness, saturation, and sharpness.

↘ Continued



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4 Select Done.

Done

Viewing photos or videos

You can view photos and videos in the following ways:

Thumbnail View miniature preview versions of your photos and videos.

List View names and dates of photos and videos on your handheld (photos only) or an expansion card.

Slide show View all photos and videos in an album, automatically one after another.

You can easily select a photo from Thumbnail or List view to see the full-screen view of the photo, or select a video from either view to play the complete video. You can also rotate the orientation of the photo, zoom in to view a magnified portion of a photo, and view or edit detailed information about a photo or video.

Tip
If the camera is open, you can open the palmOne Media application by tapping the palmOne Media button on the left of the screen or by pressing the Camera application button.

Tip
In Media, tap the Camera icon in the bottom-right corner of the Thumbnail or List view screen to open your handheld's built-in camera.

Viewing a photo or video in Thumbnail view

1 Go to the Home screen and select Media.

Continued

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Tip
Can't remember what album your photo or video is in? Select All Handheld or All <card name> from the pick list.

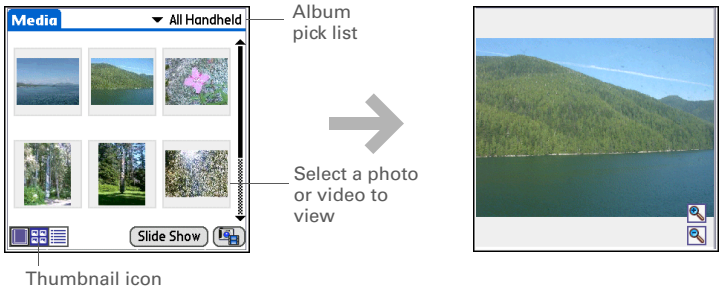
Did You Know?
When you tap Play to view a video, the button changes to Pause. Tapping Pause changes the button back to Play and so forth.

2

View photos or videos in Thumbnail view:

a. Tap the pick list in the upper-right corner and select the album containing the photo and/or video you want to view.

b. If Thumbnail view is not displayed, tap the Thumbnail icon in the lower-left corner of the screen



3

To see a full-screen view of the photo or a complete video, select the photo or video from the thumbnails. A video automatically starts playing when you select it.

↘ Continued

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4 Tap anywhere in the photo or video to return to the Thumbnail view screen.

Done

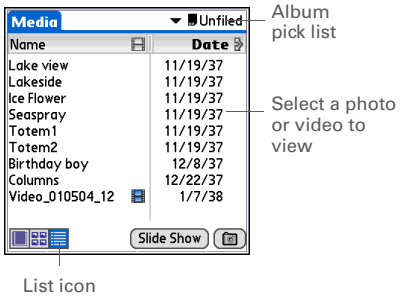
Viewing a photo or video in List view

1 Go to the Home screen and select Media.

2 View photos or videos in List view:

a. Tap the pick list in the upper-right corner and select the album containing the photo and/or video you want to view.

b. If List view is not displayed, tap the List icon in the lower-left corner of the screen.



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3 To see a full-screen view of the photo or a complete video, select the item from the list. A video automatically starts playing when you select it.

4 Tap anywhere in the photo or video to return to the List view screen.

Done

Viewing a slide show

By default, both photos and videos in an album are displayed during a slide show. To view photos only, select Preferences from the Options menu, and then deselect the Show videos in Slide Show check box.

1 Go to the Home screen and select Media.

Continued

Tip
You can set how long a photo is displayed in slide show mode before the next item appears by opening the menus, selecting Options, selecting Preferences, and then selecting a time interval from the Slide Show Delay pick list. The default is 3 seconds.

Did You Know?
In a slide show, videos play through in their entirety before the next item appears.

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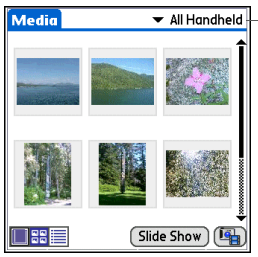
2 View a slide show:

a. Tap the pick list in the upper-right corner and select the album containing the photos and/or videos you want to view.

b. Tap Slide Show.



3 Tap a photo or video to stop the slide show and return to Thumbnail or List view.

Done

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Rotating a photo

Tip
If you receive a message that the photo is too large to rotate on your handheld, **synchronize**, and then open and rotate the photo in Palm Desktop software. Synchronize again to send the rotated photo back to your handheld (Windows only).

1 Go to the Home screen and select Media.

2 Select the photo you want to rotate:

a. Tap the pick list in the upper-right corner and select the album containing the photo you want.

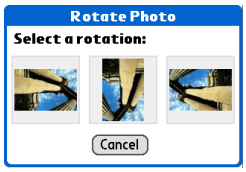
b. Select the photo you want in Thumbnail or List view.

3 Rotate the photo:

a. **Open the menus**.

b. Select Photos, and then select Rotate Photo.

c. Select the rotation you want.



4 Tap anywhere in the photo to return to Thumbnail or List view.

Done

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Zooming in and out of photos

You can zoom in and out to enlarge or shrink the image size of any photo you are viewing that has a resolution of 320 x 320 pixels or higher. For photos too large to view the entire image on the screen, you can pan to view different sections of the image.

Tip
Press Up and Down on the navigator to zoom in and out of a photo, even is the zoom controls are not displayed.

1 Go to the Home screen and select Media.

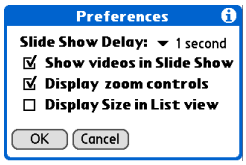
2 Choose to display zoom controls:

d. **Open the menus**.

e. Select Options, and then select Preferences.

f. Select the Display zoom controls check box.

g. Select OK.



Continued

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Did You Know?
When an image is at maximum enlargement, the magnify tool no longer appears on the screen. Likewise, when the image is shrunk to the smallest size, the zoom out tool no longer appears.

3

Choose one of the following options:

Zoom in Select the magnify tool to enlarge the photo image.

Zoom out Select the demaginify tool to shrink the photo image.

Pan For an image larger than your handheld's screen, tap and drag the stylus to view different sections of the image.

Done

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Viewing and editing photo or video details

1 Go to the Home screen and select Media.

2 Select the photo whose details you want to view:

a. Tap the pick list in the upper-right corner and select the album containing the photo or video you want.

b. Select the item you want.

↘ Continued

Tip
Photos or videos with notes appear with a note icon to the right in List view.

Tip
In Album view, you can view details for an entire album by opening the menus, and then selecting Album Details from the Album menu. Listed are the album name and last date modified; number of files in and size of the album; and whether the album is located on your handheld or on an expansion card. You can edit the album name on the Album Details screen.

Tip
Tap the scroll arrows at the bottom of the Photo Details screen to view other photos in the album.

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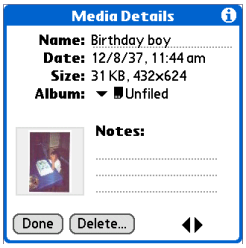
3 View photo or video details:

a. **Open the menus**.

b. Select Details from the Media menu.

c. In addition to viewing photo or video details, you can do the following:



Change name Select the photo or video name and enter a new name.

Move to different album Tap the Album pick list and select a new album location for the photo or video.

Add notes Tap the Notes field and enter a note for the photo or video.

4 When finished viewing details, tap Done.

Done

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Organizing photos and videos

You can organize your photos and videos in the following ways:

- Create albums and place your photos and videos in those albums
- Move photos and videos within or between albums.
- Sort photos and videos in List view
- Sort albums

Tip
If a photo is saved on your handheld, you can save it only to an album on your handheld. Likewise, if a photo is saved to an expansion card, you can save it only to an album on the card.

Tip
To rename or delete an album, tap the pick list, select Edit Albums, and then select the album you want. Then tap Rename or Delete, depending on what you want to do.

Organizing photos and videos in albums

1 Go to the Home screen and select Media.

2 Create an album:

a. Tap the pick list in the upper-right corner and select Edit Albums.

b. Select New, enter the name of the new album, and select OK.

c. Select OK on the Edit Albums screen.

Continued

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Tip
If you are not already in the album you want to organize, tap the pick list in the upper-right corner and select the album you want.

Tip
Drag the stylus across multiple photos and/or videos to add or remove them all at once.

Did You Know?
You can save videos to albums only on expansion cards. If the album you select is on your handheld, only photos will appear on the add/remove screen. If you try to save both videos and photos to an album on your handheld, you will see an alert that gives you the option to save the photos only.

3

Add or remove a photo or video in an album:

a. On the album screen, select Organize Albums .

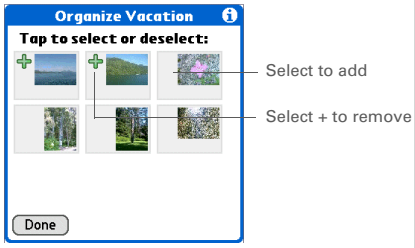
b. Do one of the following:

Add to album Select a photo or video that does not have a plus sign to add it to the album.

Remove from album Select a photo or video with a plus sign to the left to remove it from the album.

c. Select Done.

Done



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Moving a photo or video within and between albums

Did You Know?
If you remove a photo or video from an album, it is moved to the Unfiled category. The photo is not deleted from your handheld (photos only) or the expansion card.

Tip
Move photos within albums to easily put the slide show of your kid's birthday party in the sequence you want.

1 Go to the Home screen and select Media.

2 Move a photo within an album:

a. Tap the pick list in the upper-right corner and select the album in which you want to move a photo.

b. Use the stylus to drag the photo you want to its new position.

3 Move a photo between albums:

a. Tap the pick list in the upper-right corner and select the album containing the photo you want to move.

b. **Open the menus**.

c. Select Details from the Media menu, and then select the photo you want to move.

d. Tap the Album pick list and select the new album for the photo.

e. Select Done.

Done

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Sorting photos and videos in List view

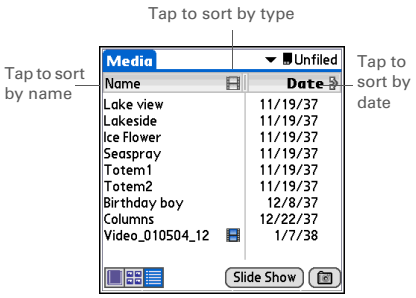
1 Go to the Home screen and select Media.

2 Sort photos and videos:

a. Tap the pick list in the upper-right corner and select the album containing the photos and/or videos you want to sort.

b. If List view is not displayed, tap the List icon in the lower-left corner of the screen.

c. Do one of the following:



Sort by name To list photos and videos by name in ascending (A-Z) order, tap Name. To list items by name in descending (Z-A) order, tap Name again.

Sort by type Tap the video icon to list all videos at the top of the list. Tap the icon again to list all videos at the end of the list.

Sort by date To sort photos and videos from earliest to most recent date, tap Date. To sort items from most recent to earliest date, tap Date again.

Sort manually Tap a photo or video in the list and drag the stylus to where you want the item to appear. A dotted black line indicates the position of the item.

Done

Tip
You must be in an album containing both videos and photos to sort by type; otherwise, the video icon does not appear. Also, you must be in an album to sort manually; you cannot be in List view for All Handheld or All <expansion card name>.

Tip
You can also choose to sort photos and videos by size. Select Preferences from the Options menu, and then select the Display Size in List view check box. Then in List view, tap the Size column heading to switch between sorting items by increasing or decreasing size.

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Sorting albums

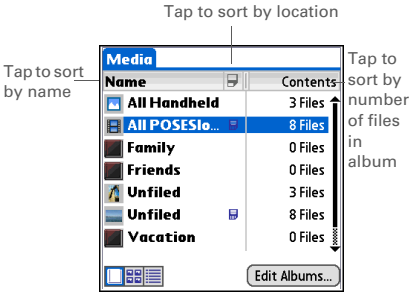
Tip
You must have albums on an expansion card, and the card must be inserted into your handheld's expansion slot, to sort by location; otherwise, the card icon does not appear.

1 Go to the Home screen and select Media.

2 Sort albums:

a. If Album view is not displayed, tap the Album icon in the lower-left corner of the screen.

b. Do one of the following:



Sort by name To list albums by name in ascending (A-Z) order, tap Name. To list items by name in descending (Z-A) order, tap Name again.

Sort by location To list all albums on an expansion card first in the list, tap the card icon. To list all albums on an expansion card last in the list, tap the icon again.

Sort by contents To list albums from those containing the greatest number of files to those containing the smallest number, tap Contents. To list albums in the reverse order (smallest number of files to largest), tap Contents again.

Done

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Personalizing a photo

Use the drawing tool to add a personal touch to a photo.

Did You Know?
Create multicolored art by drawing on a photo, selecting a different drawing color, and then drawing in the new color. The first drawing stays in the original color.

Tip
Tap and hold the drawing tool button to change line size. Tap and hold the text tool button to change font size.

Tip
Use the eraser selection on the drawing tool to erase drawings only; tap Undo to delete text. You can only use Undo once to delete text for a given photo. If you need to delete text after using Undo, tap Done and do not save the photo, and then open the photo and try again.

1 Go to the Home screen and select Media.

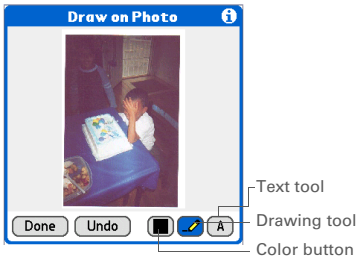
2 Personalize a photo:

a. **Open the menus**.

b. Select Photo, and then select Draw on Photo.

c. Select the photo that you want to personalize.

d. Draw on the photo using the following tools:



Drawing tool Draw anywhere on the photo using the stylus.

Text tool Enter text in the field. Tap anywhere on the screen to open a text field in a new location.

Color button Select a drawing color.

e. Select Done.

Continued

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3 Select one of the following to save or reject changes:

Save New Photo
You have drawn on this photo. What do you want to do with the changes?
Replace Original
Save as New Photo
Don't Save Changes
Cancel

Replace Original Saves the photo with drawing in place of the original photo with no drawing; the original photo is lost.

Save as New Photo Saves both the photo with drawing and the original photo with no drawing. You will be asked to enter a name for the new photo. You can also tap the pick list to save the updated photo to a different album.

Don't Save Changes Saves only the original photo with no drawing.

Cancel Returns to Draw on Photo screen.

Done

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Copying a photo

You can copy photos from your handheld to an expansion card, and vice versa.

NOTE You can record and save video files only on an **expansion card** (sold separately) inserted into the expansion card slot. You cannot copy video files to your handheld.

Tip
Copy an entire album by opening the menus, selecting Album, selecting Copy Album to Card or Copy Album to Handheld, selecting the album you want, and then selecting Copy.

1 Go to the Home screen and select Media.

2 Select a photo to copy:

a. Tap the pick list in the upper-right corner and select the album containing the photo you want.

b. Select the photo.

3 Copy the photo:

a. **Open the menus**.

b. Select Copy to Card (for photos on your handheld) or Copy to Handheld (for photos on an expansion card) from the Media menu.

Done

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Deleting a photo or video

1 Go to the Home screen and select Media.

2 Select a photo or video to delete:

a. Tap the pick list in the upper-right corner and select the album containing the photo or video you want.

b. Select the photo or video.

3 Delete the photo or video:

a. **Open the menus**.

b. Select Delete from the Media menu, and then select Delete again.

Done

Tip
Delete an entire album by selecting Album Details from the Album menu, selecting the album you want, and then selecting Delete.

Tip
You can also delete a photo or video from the Media Details screen, or delete an album from the Album Details screen, by selecting Delete on that screen.

Tip
In Thumbnail or List view, delete a photo or video by selecting Delete from the Media menu, selecting the item to delete, and then selecting Delete.

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Sharing photos and videos

Did You Know?
You can also easily send photos and videos from the palmOne Media desktop application (Windows only). See Palm Desktop Help for information.

You can easily share photos and videos with family and friends. Use your handheld's built-in Bluetooth® technology to **wirelessly send photos and videos** to other Bluetooth devices within range.

You can also share photos and videos using any of the following methods:

- **Attach a photo or video** to an e-mail message.
- **Create a multimedia message** containing photos.
- **Beam a photo or video** to other Palm OS® handheld users.
- Copy a photo or video from your handheld to your desktop computer, or from computer to handheld, by **synchronizing**.

NOTE Sending a large number of photos or videos using Bluetooth technology or beaming can take a long time.

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Working with palmOne Media on your computer

WINDOWS ONLY

Use palmOne Media on your computer to view and manage the photos and videos you capture on your handheld. Check out the online Help in Palm® Desktop software to learn how to use Media on your computer. The online Help includes info about the following topics:

- Learning about the parts of the Media window
- Using Photo Editor to view, crop, rotate, or enhance a photo
- Using Video Editor to create or trim a video clip
- Editing photo and video details and titles
- Adding notes to a photo or video
- Printing photos and videos
- Switching between the Thumbnail, List, and Details views
- Creating slide shows of photos and videos
- Sorting photos and videos
- Organizing your photos and videos into albums

To open Media on your computer, double-click the Palm Desktop icon on the Windows desktop, and then click Media on the launch bar.

NOTE There is no palmOne Media desktop application on Mac computers.

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Support
If you're having problems with palmOne Media, with the built-in camera, or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving Around	• Opening applications • Using menus
Sharing	• Beaming photos and videos to other Palm OS® handheld users • Sending photos and videos to other Bluetooth® devices using the Bluetooth technology on your handheld
E-mail	Sending photos and videos as attachments to e-mail messages
Messages	Sending photos as part of a text or multimedia message
Common Questions	Answers to frequently asked questions about palmOne Media and the camera

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Listening to Music

In this chapter

Transferring MP3 files to an expansion card

Transferring music from a CD to an expansion card

Playing music on your handheld

Managing playlists

Viewing song info

Working with RealOne Player on your computer

Related topics

Are you tired of listening to small talk during that long commute on the bus or train? Do you need something smaller than a CD player when you're out for a walk or at the gym? RealOne Mobile Player lets you play music on your handheld. Simply transfer songs onto an expansion card (sold separately), and then listen through the built-in speaker or stereo headphones (sold separately).

[!] IMPORTANT **You need to purchase an SD or MultiMediaCard expansion card to save your music files and play them on your handheld.**

Benefits of RealOne Mobile Player

- Listen to songs in the popular MP3 format
- No separate MP3, CD, or mini-disc player required
- Carry tiny expansion cards instead of CDs

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Transferring MP3 files to an expansion card

The RealOne software that comes with your handheld is compatible with the popular MP3 audio file format. If your MP3 files are already on your computer's hard drive, you need to transfer them to an expansion card to listen to them on your handheld.

WINDOWS ONLY

Tip
You can also use a card reader accessory (sold separately) to transfer MP3 files from your computer to your expansion card. Create an "SD_Audio" folder in the root directory of the card, and store your MP3 files in this folder.

1

Prepare your computer and your handheld:

a. **Connect your handheld to your computer with the HotSync® cable**.

b. **Insert an expansion card** into your handheld.

2

Select the MP3 files you want to transfer:

a. From My Computer or Windows Explorer, select the MP3 files you want to transfer.

b. Drag and drop the file(s) or folder onto the palmOne™ Quick Install icon on the Windows desktop.

c. When the confirmation dialog box appears, confirm your username, the file name, and the destination (card), and then click OK.

↘ Continued

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3 **Synchronize your handheld with your computer.**

NOTE Be patient; transferring music to an expansion card can take several minutes.

Done

MAC ONLY

1 Prepare your computer and your handheld:

a. **Connect your handheld to your computer with the HotSync cable**.

b. **Insert an expansion card** into your handheld.

2 Select the MP3 files you want to transfer:

a. Drag and drop the MP3 files onto the Send To Handheld droplet in the Palm folder.

b. In the Send To Handheld dialog box, select your username and click OK.

Continued

Tip
You can also use a card reader accessory (sold separately) to transfer MP3 files from your computer to your expansion card. Create an "SD_Audio" folder in the root directory on the card, and store your MP3 files in this folder.

Tip
In Mac OS X, you can make the Send To Handheld droplet a permanent part of your desktop by dragging the droplet to the Dock. Then simply drag songs, and other files you want to transfer to your handheld, onto the droplet in the Dock.

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3 **Synchronize your handheld with your computer**.

NOTE Be patient; transferring music to an expansion card can take several minutes.

Done

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Transferring music from a CD to an expansion card

If your songs are on a CD and you want to listen to them on your handheld, use RealOne Player on your computer to convert and transfer the files.

[!] Before You Begin

Windows Install RealOne Player on your computer.

WINDOWS ONLY

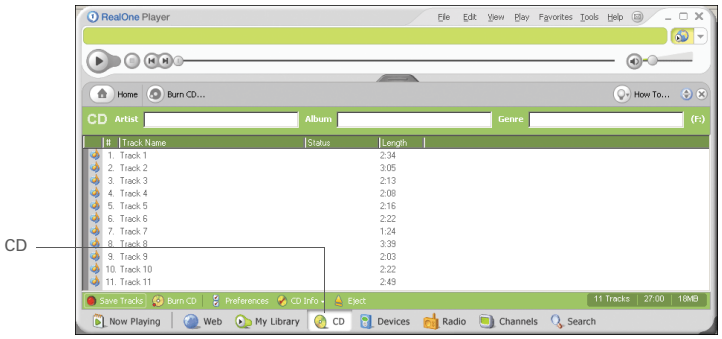
1

Access the CD from RealOne Player on your computer:

a. Double-click the RealOne Player icon on your computer desktop.

b. Insert the CD into your computer's CD drive.

c. Click CD in RealOne Player on your computer.



Continued

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Tip
If you want to select only a few songs, click Deselect All, and then click the check box next to the songs you want to select.

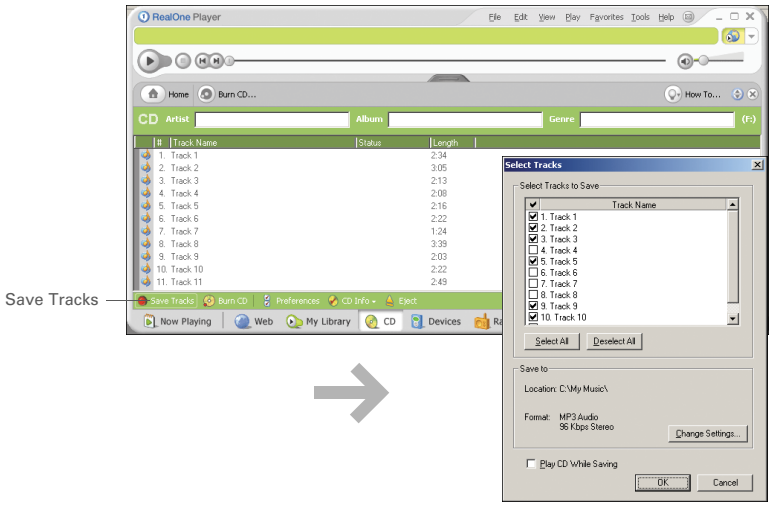
Did You Know?
A 64MB expansion card holds about an hour of music (capacity varies with sampling rates).

2

Select the songs you want to add to your library:

a. Click Save Tracks.

b. Follow the onscreen instructions to select and copy tracks.



Continued

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Tip
For tips on using RealOne Player on your computer, go to the Help menu in RealOne Player or visit www.realone.com.

3

Prepare your handheld:

a. **Insert an expansion card** into your handheld.

b. Press the Music application button.

c. **Connect your handheld to your computer with the HotSync cable**.

[!] **IMPORTANT** **Do not tap the HotSync icon.**

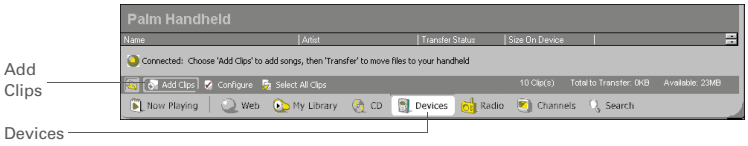
4

Select the songs you want to transfer:

a. In RealOne Player on your computer, click Devices.

b. If necessary, double-click Palm Handheld, and then double-click Card.

c. Click Add Clips.



Continued

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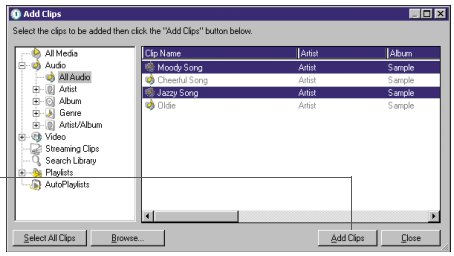
✱ **Tip**
On your handheld, tap Songs to view a list of the songs available for you to play. The songs you just transferred are at the bottom of the list.

Cont'd.

d. In the Add Clips window, select the songs you want to add, and then click Add Clips.



e. Click Close. The tracks you selected should now say "Ready To Transfer."

5

Transfer the selected songs to your expansion card:

a. Be sure your handheld is on, that you have an expansion card in the expansion slot, and that RealOne Mobile Player is open (if it is, a green Connected light appears in the lower-left corner of the RealOne Player window on your computer).

b. In the toolbar below the Connected light, click Transfer. When the transfer is complete, the tracks you selected should say "On Device."

[!] IMPORTANT Do not tap the HotSync icon. RealOne Player is transferring the files, so there's no need to do anything.

Done

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Playing music on your handheld

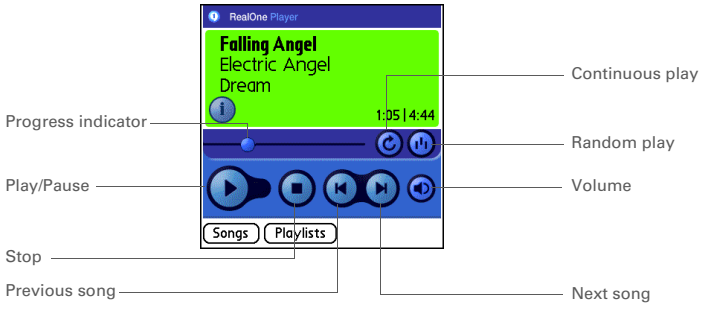
Tip
If RealOne Mobile Player reaches the preset period of inactivity before you exit the application, the screen turns off and the music continues playing. To set the period of inactivity, **open the Options menu** and select Preferences. Select an option from the Auto-powersave after pick list, and then select OK. If you exit RealOne Mobile Player, it turns off when it reaches the period of inactivity defined in **Power Preferences**.

Tip
Want to stop playing music when you exit RealOne Mobile Player? **Open the Options menu** and select Preferences. Deselect the Enable Background Playback check box, and then select OK.

1 On your handheld, press the Music application button.

2 Select a song to play:

- To play the current song, tap Play.
- To play a different song, tap Songs and select a song from the list.



Done **RealOne Mobile Player continues playing until it reaches the end of your list. It stops playing if you tap Stop or turn off your handheld.**

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Managing playlists

You can create as many playlists as you want.

Creating a playlist

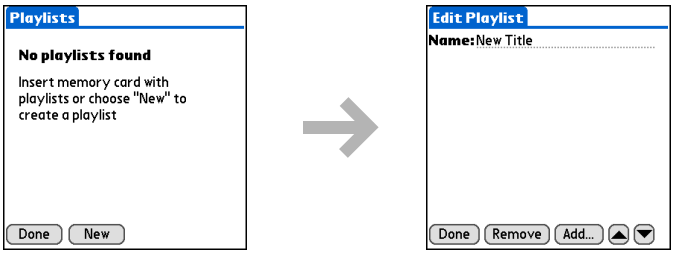
Tip
For tips on using RealOne Mobile Player, **open the Options menu** and select Help.

1 On your handheld, press the Music application button.

2 Open the Edit Playlist dialog box:

a. Tap Playlists.

b. Tap New.



3 Enter a name for the playlist.

Continued

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Tip
To quickly select all the songs in the list, tap Select All. To quickly unselect all the songs, tap Select None.

4 Add songs to the playlist:

a. Tap Add.

b. Select the check box next to the songs you want to include on the playlist.

c. Tap Done.

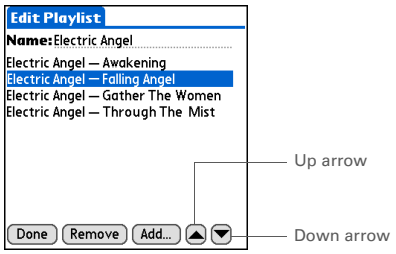
5 Put the songs in the order you want to hear them:

a. Tap a song you want to move.

b. Tap the up or down arrow to move the song up or down one slot.

c. Repeat this process until the songs are in the right order.

d. Tap Done.



6 Tap Done, and then tap Done again.

Done

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Playing songs from a playlist

1 On your handheld, press the Music application button.

2 Select a song from a playlist:

a. Tap Playlists.

b. Tap the playlist you want to play.

c. Tap the first song you want to play.

Done **Your handheld plays the songs in the playlist beginning with the song you selected. After it plays the last song in the list, it stops.**

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Editing a playlist

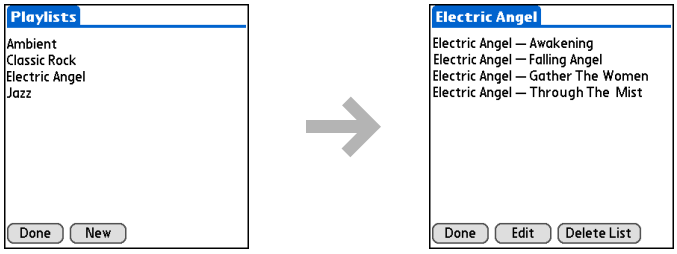
1 On your handheld, press the Music application button.

2 Open the playlist you want to edit:

a. Tap Playlists.

b. Tap the playlist you want to edit.

c. Tap Edit.



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3 Tap Edit and do any of the following:

Delete a song Select a song and tap Remove to delete the song from the playlist.

Add a song Tap Add, select a song's check box, and then tap Done.

Move a song Select a song and tap the up arrow or down arrow to move the song up or down one slot.

4 Tap Done, and then tap Done two more times.

Done

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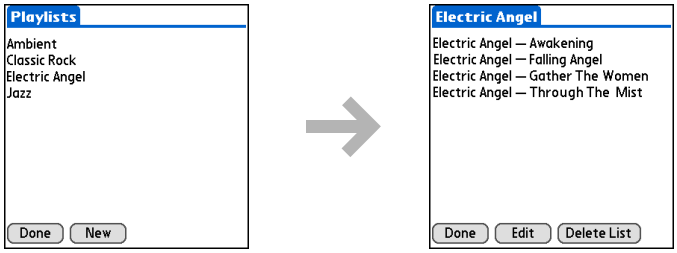
Deleting a playlist

1 On your handheld, press the Music application button.

2 Open the playlist you want to delete:

a. Tap Playlists.

b. Tap the playlist you want to delete.



3 Delete the list:

a. Tap Delete List.

b. Tap Yes in the confirmation dialog box.

c. Tap Done.

Done

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Viewing song info

You can view details for the song that is currently playing.

1 On your handheld, press the Music application button.

2 Select a song to play and view:

- To play and view the current song, tap Play.
- To play and view a different song, tap Songs and select a song from the list.

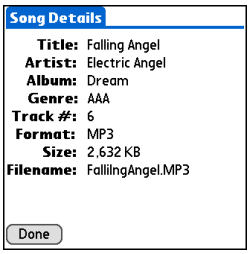
3 Open the Song Details dialog box:

a. **Open the menus**.

b. Select Song Details on the Music menu.

c. After you finish viewing the info, select Done.

Done



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Working with RealOne Player on your computer

WINDOWS ONLY

Use RealOne Player on your computer to play and manage your songs. Check out the online Help in RealOne Player to learn how to use RealOne Player on your computer. The online Help includes info about the following topics:

- Learning about the parts of the RealOne window
- Finding media
- Playing media
- Saving and burning media
- RealOne premium services
- Preferences
- Troubleshooting

To open RealOne Player on your computer, double-click the RealOne Player icon on the Windows desktop.

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Support
If you're having problems with RealOne Mobile Player or RealOne Player on your computer, go to **www.realone.com**.

Related topics

Click the link below to learn about these related topics:

Expansion Cards	• Inserting and removing expansion cards • Naming expansion cards • Viewing the contents of a card
Installing and Removing	• Installing the RealOne software on your computer • Using Palm Quick Install and the Send To Handheld droplet
Common Questions	Answers to frequently asked questions about RealOne Mobile Player

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Connecting Wirelessly to Other Devices

In this chapter

What can I do with the built-in Bluetooth technology?

Entering basic Bluetooth settings

Setting up a phone connection

Accessing e-mail and the web wirelessly

Setting up a connection to your desktop computer

Setting up a connection for wireless synchronization

Setting up a connection to a network

Creating trusted pairs

Setting advanced Bluetooth features

Your handheld helps keep your world organized by storing contact information, recording appointments, and so on. Now, your handheld can actually connect you to the world—wirelessly, using Bluetooth® technology. Need to make a phone call? Tap the number in Contacts, and your mobile phone begins dialing. How about browsing the web or sending an e-mail message from your handheld—without a cable?

Your handheld's built-in Bluetooth functionality helps you easily set up wireless connections to a number of devices so you can enjoy the convenience of cable-free connectivity.

Benefits of your handheld's Bluetooth technology

- Connect to your Bluetooth phone to send text, multimedia, or e-mail messages, or access the web
- Reduce cable clutter by synchronizing wirelessly
- Connect to other devices, such as cameras and other handhelds, to share files wirelessly

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» Key Term
Bluetooth Technology that enables devices such as handhelds, mobile phones, and computers to connect wirelessly to each other.

[!] **Before You Begin**
Any device you connect to must also be a Bluetooth device. Check the user guide for your device to enable the Bluetooth features.

To use e-mail, install the software included on the CD that came with your handheld.

What can I do with the built-in Bluetooth technology?

Connect to your Bluetooth phone to send text, multimedia, or e-mail messages, or access the web. Whether you access the Internet or your e-mail account, or send text or multimedia messages, once a week or constantly throughout the day, wireless connectivity means that you can go online or share files anytime by connecting via your mobile phone or your laptop connected to the Internet.

Reduce cable clutter by synchronizing wirelessly. Imagine your desk and workstation without cable clutter. Bluetooth technology on your handheld replaces many of the connecting cables with a wireless connection for tasks such as synchronizing your handheld with your computer.

Connect to other devices, such as cameras and other handhelds, to share files wirelessly. Wouldn't it be great if you could **send files such as photos** to another handheld? Use the built-in Bluetooth technology to set up connections to devices within approximately 30 feet of your handheld.

What types of connections can I make?

With Bluetooth technology, you can make connections using the following types of devices:

- To browse the Internet or access your e-mail account, link through your desktop computer's network connection or establish a connection to a Bluetooth LAN Access Point.
- To access the Internet or an e-mail account using your mobile phone. To use a mobile phone, you must to dial your ISP or sign up for an account with a high-speed wireless carrier.
- To send and receive text and multimedia messages, connect to your mobile phone.
- To synchronize your handheld with your computer wirelessly, connect to your computer.
- To share files with another Bluetooth device such as a camera, handheld, or printer, form a trusted pair with that device.

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What is device discovery?

Discovery is the process in which your handheld searches for other Bluetooth devices within its range (approximately thirty feet). As each device is discovered, it shows up in your Discovery Results. After you find the devices you are looking for, you can select the devices with which you want to connect.

The Bluetooth application on your handheld can be turned on and off, and the application has a Discoverable setting that can also be turned on and off. The following is a description of setting combinations and the resulting discovery states:

Bluetooth Off: When the Bluetooth setting is off, other users cannot discover your handheld. This is similar to locking your door with a dead bolt and a security chain, and disabling the doorbell. When Bluetooth is off, you cannot access the Discoverable setting.

Bluetooth On and Discoverable No: When your handheld and Bluetooth are on and the Discoverable setting is set to No, you can receive connections only from devices with which you have previously formed a trusted pair. This is similar to locking your door with a dead bolt and disabling the doorbell, but any friends who already have the key can enter. By default, the Discoverable setting is enabled when Bluetooth is on.

Bluetooth On and Discoverable Yes: When your handheld is on, Bluetooth is on, and the Discoverable setting is set to Yes, you can receive connections from *any* Bluetooth device. You are automatically connected with devices with which you have previously communicated, but you can refuse invitations to connect with unrecognized devices. This is similar to locking your front door with a dead bolt and enabling the doorbell. Friends who already have the key can enter freely, and if someone without a key rings the bell to request a connection, you can choose to open the door or ignore the request.

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Entering basic Bluetooth settings

» **Key Term**
Discoverable Setting that allows other Bluetooth devices to find and connect with your handheld. Your handheld must be on to be **discoverable**.

✱ **Tip**
If you are trying to conserve battery life, turn Discoverable mode off.

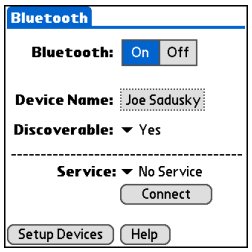
1 Go to the Home screen and select Bluetooth .

2 Enter the basic Bluetooth settings:

a. Select On.

b. Tap the Device name field and enter a name for your handheld. This is the name other Bluetooth devices see when they connect to your handheld. By default it is the username you use during synchronization, but you can change it.

c. Tap the Discoverable pick list and select Yes or No.



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Setting up a phone connection

[!] Before You Begin
If you have an IR phone, before you begin, you must run the Phone Link Updater application (Windows only) and tap on Home/Phone Link. Phone Link Updater is installed on your desktop computer when you install Palm® Desktop software from the CD.

» Key Term
Trusted pair Two devices—for example, your handheld and your mobile phone—that can connect to each other because each device can find the same passkey on the other device. Once you form a trusted pair with a device, you do not need to enter a passkey to connect with that device again.

[!] IMPORTANT To use Bluetooth Manager to set up a phone connection, you must have a GSM mobile phone that is optionally enabled with GPRS data services.

This is how you form a trusted pair between your handheld and your mobile phone. Once you have set up the trusted pair connection, you automatically connect to your phone when you want a Bluetooth connection.

1 Go to the Home screen and select Bluetooth .

2 Open the Phone Setup dialog box.

a. Select Setup Devices

b. Select Phone Setup

c. Select Phone Connection

d. Select Next.

↘ Continued

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Tip
If you receive a message that your phone is not ready to accept a connection, check to make sure that your phone is prepared to make a Bluetooth connection. See the instructions included with your phone.

3

Select the phone you want to connect to:

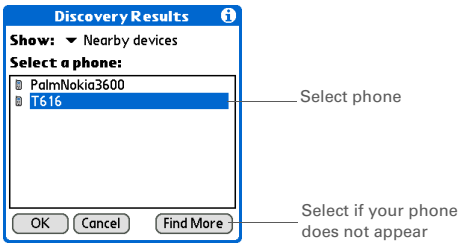
a. Tap the Manufacturer and Model pick lists, select the correct entries for your phone, and then select Next.

b. The Connection Setup screen displays all Bluetooth phones within range. If your Phone did not show up on the discovery results, select Find More to search again.

(Windows only) If the phone still does not appear, run the Phone Link Updater application and then go to step 4. Phone Link Updater is installed on your desktop computer when you install Palm Desktop software from the CD.

(Mac only) If the phone still does not appear on the list, go to **www.palmone.com/us/support/downloads/phonelink.html** to download the driver for your phone, and then go to step 4.

c. Select the phone you want, select OK, and then select Next again.



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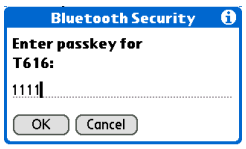
» Key Term
Passkey Like a password, the passkey is a security measure. Your handheld can only connect with a device that has the same passkey. For example, to connect to your mobile phone, you need to enter the same passkey on your handheld and on your phone.

4 Enter a passkey:

a. Enter a passkey number. This can be any number you choose; it does not, for example, have to be a password you use to access a network or an e-mail account.



[!] **IMPORTANT** **You must enter the same passkey on your handheld and your mobile phone in order to connect to your phone.**

b. Select OK.

5 Select Done to finish phone connection setup.

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» Key Term
GPRS Acronym for General Packet Radio Service, a method of sending information wirelessly at high speeds. Select Yes in step 7 only if you have a GPRS account for your mobile phone.

6

Determine if you want to be set up with a network:

a. Select Yes to begin network setup. Go to step 7.

b. Select No if you want to use your phone connection only to **dial phone numbers from your handheld** or **send text messages**. You have finished setup.

7

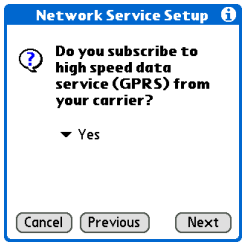
Begin network setup:

a. If you select Yes, go to step 8.

b. If you select No, go to step 9.

c. Select Next.

↘ Continued



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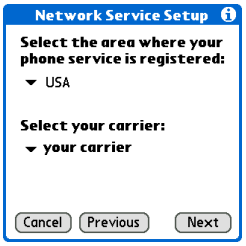
Tip
Contact your ISP (for example, AOL or Earthlink) or your wireless carrier (for example, Orange or Cingular) if you are not sure about any of these settings.

8

If you selected Yes in step 7:

a. Tap the pick lists and select the correct information for your cellular carrier.

b. Select Next, and then select Done.



9

If you selected No in step 7:

a. Select Next.

b. Enter the phone number you use to dial in to your ISP and the username for your dial-up account.

c. Tap the Password box, enter your account password, and select OK. This is the password you use to access your dial-up account.

d. Select Next, and then select Done.

Done You now have set up your phone connection to browse the web and send and receive e-mail messages.

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Accessing e-mail and the web wirelessly

After you set up a connection with a mobile phone, you can send and receive e-mail or browse the web wirelessly using this connection.

NOTE Bluetooth functionality must be on if you want to use wireless features. You must also **set up an e-mail account** on your handheld before you can send or receive e-mail messages.

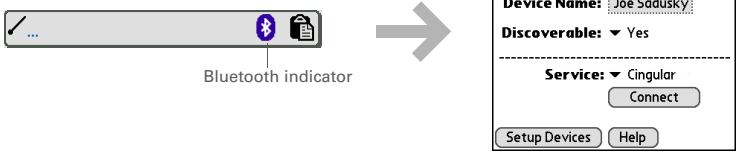
Did You Know?
You can select the Bluetooth indicator on the **Command toolbar** to quickly open the Bluetooth settings screen from any application on your handheld.

Tip
You can also check the Bluetooth indicator next to the battery indicator at the top of the Home screen to see if Bluetooth is on.

1 Open the **e-mail application** or the **web browser**.

2 Verify Bluetooth status:

a. Draw the Command stroke and select the Bluetooth indicator to open the Bluetooth settings screen. You can tap the indicator even if it is dimmed (meaning that Bluetooth is currently Off).



b. Make sure On is selected.

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» Key Term
Service Way of connecting to a mobile phone to send information wirelessly, for example, through a high-speed (GPRS) carrier or a dial-up account with an Internet service provider (ISP).

✱ Tip
When you **enter a URL** in Web Pro or select **Get and Send** in Versamail, a connection automatically initiates with the last used service.

3

Connect to your phone:

a. Tap the Service pick list and select the service that you want to use to connect to the Internet. If you **set up a phone connection**, the name of the service you configured is listed.

b. Select Connect.

Done You are now ready to send and receive e-mail messages or to browse the web.

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Setting up a connection to your desktop computer

Tip
Once you have set up your PC as a trusted device, you can set up your handheld and desktop computer to **synchronize wirelessly**.

Tip
To access the Internet through the desktop computer's network connection, you must allow Internet Sharing on your computer. For more information, see the documentation that came with the computer or the operating system.

1 Go to the Home screen and select Bluetooth .

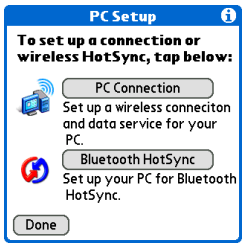
2 Open PC Setup dialog box:

a. Select Setup Devices.

b. Select PC Setup.

c. Select PC Connection

d. Select Next.

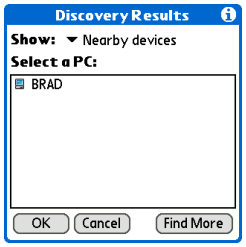

PC Setup
To set up a connection or wireless HotSync, tap below:
PC Connection
Set up a wireless conneciton and data service for your PC.
Bluetooth HotSync
Set up your PC for Bluetooth HotSync.
Done

3 Select a PC and select OK.

The Discovery icon appears to indicate that the discovery process is active.

If your PC did not show up on the discovery results, select Find More to search again.

↘ Continued



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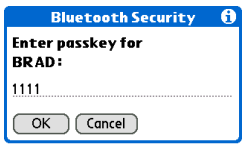
4 Create a trusted connection.

a. Select Next.

b. Enter the passkey number for your PC and select OK.



5 Set up your PC user name and password:

a. Enter the username and password for your PC and select Next.

b. If you don't want to use a user name and password, select Next.

6 Select Done.

Done

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Setting up a connection for wireless synchronization

1 Go to the Home screen and select Bluetooth.

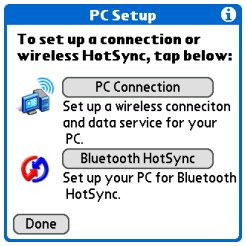
2 Open the PC Setup dialog box:

a. Select Setup Devices.

b. Select PC Setup.

c. Select Bluetooth HotSync.

d. Select Next.


PC Setup
To set up a connection or wireless HotSync, tap below:
PC Connection
Set up a wireless conneciton and data service for your PC.
Bluetooth HotSync
Set up your PC for Bluetooth HotSync.
Done

3 Select a computer and tap Next.

The Discovery icon appears to indicate that the discovery process is active.

If your computer did not show up on the discovery results, select Find More to search again.

↘ Continued

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Tip
To synchronize with your computer, go to HotSync Manager and tap the pick list below the HotSync icon to select your computer from the list. Tap the HotSync icon to begin synchronization.

4 Set up a connection for wireless synchronization:

a. Follow the onscreen instructions for steps 1–3, selecting Next after each step.

To launch HotSync® Manager on your computer, click the HotSync Manager icon on the task bar in the lower-right corner of your computer screen.

b. Select Launch HotSync in step 4.

c. Select HotSync ™ to synchronize your handheld with your computer.

Done Now you can easily synchronize with your computer wirelessly.

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Setting up a connection to a network

[!] Before You Begin
You must get the passkey, username, and password for the LAN from the Network Administrator.

» **Key Term**
LAN Acronym for Local Area Network. LAN refers to a local network that connects computers located in your home or business.

1 Go to the Home screen and select Bluetooth .

2 Open PC Setup dialog box:

a. Select Setup Devices.

b. Select LAN Setup.

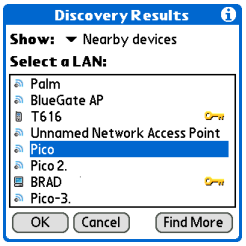
c. Select Next.

3 Select a LAN and tap OK.

The Discovery icon appears to indicate that the discovery process is active.

If the LAN did not show up on the discovery results, select Find More to search again.

↘ Continued



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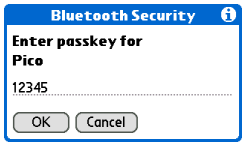
4 Create a trusted connection.

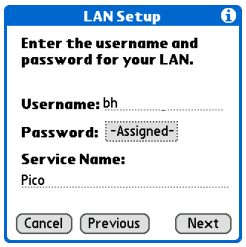
a. Select Yes to add the LAN as a trusted device.

b. Select Next.

c. Enter the passkey number for the LAN and select OK.



5 Enter the username and password for the LAN and select Next.



6 Select Done.

Done

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Creating trusted pairs

Did You Know?
When your handheld and Bluetooth are on and the Discoverable setting is set to No, you can receive connections only from devices with which you have previously communicated.

After you have set up your **phone** and **computer** as trusted devices, you may want to set up other trusted devices, such as friend's handheld. When your device recognizes a trusted device, your device automatically accepts communication, bypassing the discovery and authentication process.

1 Go to the Home screen and select Bluetooth .

2 Begin the discovery process:

a. Select Setup Devices.

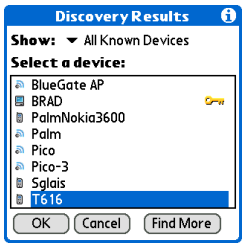
b. Select Trusted Devices to begin the discovery process. The Discovery icon appears to indicate that the discovery process is active.

c. Select Add Device.

3 Select the device you want to add as a trusted device.

If the device you want to add does not appear on the discovery results list, select Find More to search again.

Continued



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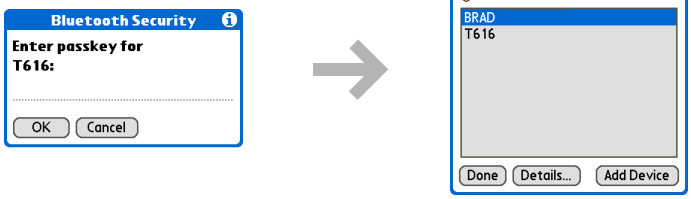
Tip
You can delete a trusted device or view the details about a trusted device, such as the device address and your most recent connection. In Bluetooth Manager, select Setup Devices, and then Trusted devices. Select the appropriate device and tap Details.

4

Enter the same **passkey** on your handheld and the other device and select OK.

[!] IMPORTANT **Some Bluetooth devices have a built-in passkey; others enable you to choose the passkey; see the documentation included with your Bluetooth device for information. In either case you must use the same passkey on both the device and your handheld.**

Many phones also require you to put the phone into a mode where it can accept a key exchange for bonding in a trusted pair. See the documentation included with your phone for information.



5

Select Done.

Done

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Setting advanced Bluetooth features

These advanced settings are used in special circumstances.

Storing recently found device names

When you enable or disable the device name cache you control whether or not your handheld retrieves the names of remote devices each time the discovery process takes place. By default, the device name cache is enabled which means the names of devices that are found are stored in cache. The next time the device is discovered, the name appears very quickly.

Tip
If the remote device name has changed, disabling device name cache forces your handheld to retrieve the new device name.

1. Go to the Home screen and select Bluetooth.
2. **Open the menus**.
3. Select Options, and then select Disable device name cache.

   The selection on the Option menu toggles to Enable device name cache. This indicates that the cache is disabled.

   Done

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Allowing your handheld to wake up when it is turned off

You can set your handheld to receive information through Bluetooth connections when your handheld is turned off. The radio remains on, but your device is not discoverable. For another Bluetooth device or application to wake up your handheld, they must know your device name. This limits the connections to devices that are trusted or have connected with you before.

1. Go to the Home screen and select Bluetooth .
2. **Open the menus** .
3. Select Options, and then select Allow wakeup.

   The selection on the Option menu toggles to Do not allow wakeup. This indicates that Allow Wakeup is enabled.

   [!] **IMPORTANT Enabling the Allow Wakeup setting uses battery power even when your handheld is turned off. Be sure to monitor your battery level.**

   Done

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Support
If you're having problems with Bluetooth or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving Around	• Opening applications • Using menus
E-mail	Sending and receiving e-mail messages wirelessly using your handheld's Bluetooth technology
Messages	Sending and receiving text and multimedia messages wirelessly using your handheld's Bluetooth technology
Contacts	Connecting to telephone numbers in your list of contacts
Synchronizing	Synchronizing your handheld with your desktop PC
Common Questions	Answers to frequently asked questions about Bluetooth

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CHAPTER 18

Sending and Receiving E-mail Messages

In this chapter

Upgrading an existing e-mail account

About e-mail accounts

Creating an account

Managing e-mail accounts

Getting and reading e-mail

Sending an e-mail message

Working with e-mail folders

Working with e-mail messages

Working with attachments

Synchronizing e-mail on your handheld with e-mail on your computer

Advanced VersaMail application features

Related topics

If you already know how efficient e-mail is for staying in touch with personal and business contacts, VersaMail™ personal e-mail software brings you a new level of convenience: e-mail on the go. If you are a new e-mail user, you will enjoy the ease and speed of communicating with friends, family, and colleagues anywhere you can make an Internet connection.

You can attach files such as photos to e-mail messages, as well as Microsoft Word or Excel files created in **Documents to Go** on your handheld—or receive any of these file types as attachments to view and edit at your convenience. You can also synchronize e-mail messages on your handheld with e-mail on your desktop computer.

Benefits of the VersaMail application

- Access e-mail on the go
- Send and receive photos, sound files, Word and Excel files, and more
- Save messages from your computer to view at a convenient time

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Upgrading an existing e-mail account

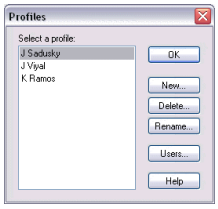
If you have already used the VersaMail application (or the earlier MultiMail application) on a different handheld and kept your old username, you can upgrade your existing e-mail account for use on your new handheld.

[!] Before You Begin

Before you can set up an e-mail account on your handheld, you must do the following:

- **Install the VersaMail application** from the installation CD onto your handheld.
- If you don't already have one, establish an account with an Internet service provider or a wireless carrier. You can also use a **corporate e-mail account**.
- For wireless accounts only: Have active service with a wireless carrier and a mobile phone equipped with Bluetooth® technology. You must also **set up a phone connection** on your handheld. (Not required if you want to **access email over your company's Bluetooth network**.)

1 **Synchronize your new handheld with your computer**. Select the username associated with your old handheld; this contains your existing account information.



2 Go to the Home screen and select VersaMail.

3 Tap Yes to accept the upgrade.

Done

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About e-mail accounts

The VersaMail application is software that lets you access e-mail on your handheld from **an account with an e-mail provider** (such as Earthlink or Yahoo) or from **your corporate e-mail account**. For each e-mail account you want to access, you must **set up an account** on your handheld. For example, if you have an Earthlink account and a corporate account, set up one account for each. You can create up to eight e-mail accounts on your handheld.

[!] **IMPORTANT** **You must have an account with an e-mail provider or a corporate account. The VersaMail application works with these accounts to transfer messages to your handheld. The application is not an e-mail service provider.**

Account and connection types

You can set up two types of e-mail accounts on your handheld:

Wireless Send and receive e-mail directly to and from your handheld using the **built-in Bluetooth technology** or by positioning the IR port on your handheld so that it can **beam** to the IR port on your mobile phone.

Synchronize Only (Windows computers only) Transfer messages from the e-mail application on your computer (such as Microsoft Outlook) to your handheld by **synchronizing**. You can't send and receive messages wirelessly for this type of account.

Using an e-mail provider

If you are setting up a new e-mail account and have a well-known e-mail provider (Internet service provider or ISP) such as Earthlink or Yahoo!, many of the required settings during the account setup are automatically configured.

For other ISPs, you need the following information:

- The protocol used for incoming mail, such as Post Office Protocol (POP) or Internet Message Access Protocol (IMAP)
- The name of the incoming mail server

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- The name of the outgoing mail (Simple Mail Transfer Protocol, or SMTP) server
- Your account's security feature (if it has one), such as **Secure Socket Layer** (SSL), **Authenticated Post Office Protocol** (APOP), or **Extended Simple Mail Transfer Protocol** (ESMTP)
- Your e-mail address and password
- The login script (if any) that you need for connecting to your ISP or mail server

Go to your e-mail provider's web site or contact their customer support to obtain this information.

Using a corporate e-mail account

If you want to access e-mail on your handheld using your corporate e-mail account, you create this account on your handheld in exactly the same way as any other account, with one exception: for a corporate e-mail account, you may need to set up a **virtual private network** (VPN).

If your company has a Bluetooth network located behind the corporate firewall, or if you are using an 802.11b (also called Wi-Fi) SDIO card (sold separately) in your handheld and your company has an 802.11b network located behind the corporate firewall, you may not need to set up a VPN to access your corporate e-mail account. See the following section for details.

When setting up a corporate e-mail account, keep in mind the following:

Username and password This might be your Windows 2000 username and password, your Lotus Notes ID username and password, or something else. Check with your company's server administrator to obtain the correct username and password. The VersaMail application provides strong 128-bit AES encryption for your password.

Protocol Most corporate mail servers use the IMAP protocol for retrieving mail. In rare cases, your company server may use the POP protocol. Check with your company's server administrator to verify the protocol.

Incoming and outgoing mail server settings Check with your company's server administrator to obtain these settings.

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With a corporate e-mail account, you can access the following types of mail servers, among others:

- Microsoft Exchange
- Lotus Domino
- Sun iPlanet

VPNs

If you want to access e-mail on your handheld using your corporate e-mail account, you may need to set up a virtual private network (VPN) on your handheld. A VPN enables you to log in to your corporate mail server through the company's firewall (security layer). Without a VPN, you cannot break through the firewall to gain access to the mail server.

You need to set up a VPN to access corporate e-mail in either of the following two situations:

- Your company's wireless local area network (LAN) is located outside the firewall.
- Your company's wireless LAN is located inside the firewall, but you are trying to access the network from outside the firewall (for example, from a public location or at home).

Check with your company's server administrator to see if a VPN is required to access the corporate network.

The **auto get mail** with notification feature in the VersaMail application may not work with a VPN connection. Also, you cannot use **scheduled sending retry** of e-mail with accounts that use a VPN connection.

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Creating an account

[!] IMPORTANT **If you plan to synchronize your new handheld with an existing username from another handheld, you must do so before you enter your e-mail account information in the VersaMail application. If you enter the e-mail account information first and then synchronize your handheld to an existing username, the e-mail account information you entered is overwritten.**

Setting basic account options

1 Go to the Home screen and select VersaMail.

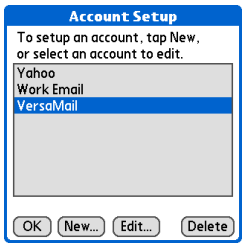
2 Open the Account Setup screen:

a. **Open the menus**.

b. Select Accounts, and then select Account Setup.

c. Select New.

Continued



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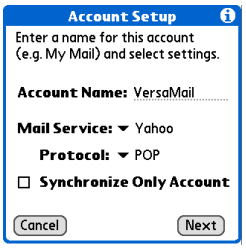
» **Key Term**
Protocol Settings your e-mail provider uses to receive e-mail messages. Most providers use the Post Office Protocol (POP); a few use the Internet Message Access Protocol (IMAP).

✱ **Tip**
If your e-mail provider appears on the Mail Service pick list, you don't need to select a protocol. The correct protocol is automatically displayed.

3

Enter the basic account information:



a. In the Account Name field, enter a descriptive name.

b. Select the Mail Service pick list, and then select your e-mail provider. Select Other if your provider is not listed.

c. If you chose Other, select the Protocol pick list, and then select POP or IMAP.

d. Select the check box if you intend *only* to synchronize e-mail for this account on your handheld with a mail program on your computer such as Microsoft Outlook, Outlook Express, or Lotus Notes. If you intend to *ever* send or receive e-mail for this account wirelessly from your handheld (even if you will also synchronize e-mail), leave the check box deselected.

e. Select Next.

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Tip
Your username is usually the part of your e-mail address appearing before the @ symbol, not your entire e-mail address. Check with your ISP if you are not sure what username to enter.

Did You Know?
Your incoming mail server is also called your POP or IMAP server; your outgoing mail server is also called your SMTP server.

Tip
If you selected the Synchronize Only Account check box in step 3, you need to **configure this account on your computer** before you can send or get e-mail messages.

4 Enter the account username and password:

a. Enter the username you use to access your e-mail.

b. Select the Password box, enter your e-mail account password, and then select OK.

c. Select Next.

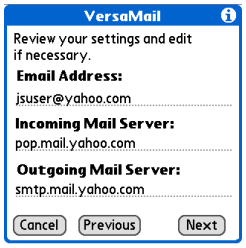
5 If you chose a common e-mail provider from the Mail Services pick list on the Account Setup screen, this screen is already filled in. If not, enter the names of the incoming and outgoing mail servers:

a. Enter your e-mail address.

b. Enter the names of your mail servers.

c. Select Next.

Continued



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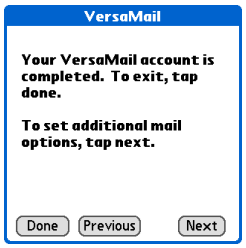
6 Do one of the following:

Finish setup Select Done to finish setup and go to the Inbox of the account you set up, where you can begin **getting and sending** e-mail.

[!] IMPORTANT If you set up a synchronize-only e-mail account, you need to configure this account on your computer. You can't synchronize e-mail on your handheld with e-mail on your computer until you configure the account on your computer.

Set additional mail options Select Next to **set advanced mail options**.

Done



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Setting advanced mail options

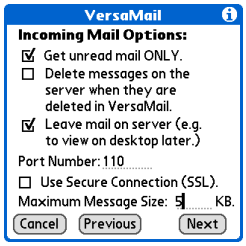
Did You Know?
The POP protocol does not support retrieval of unread mail only from the server. If you have a POP e-mail account, the VersaMail application downloads all messages from the server regardless of whether you have read them (for example, on your desktop or on the web), and regardless of whether this check box is selected.

Tip
If you choose to leave mail on the server and, for example, read messages from your Yahoo account on your handheld, the messages are still visible the next time you check your Inbox on Yahoo.com.

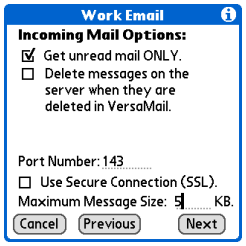
1

Set mail retrieval server options for a POP or IMAP account:

POP accounts


VersaMail
Incoming Mail Options:
Get unread mail ONLY.
Delete messages on the server when they are deleted in VersaMail.
Leave mail on server (e.g. to view on desktop later.)
Port Number: 110
Use Secure Connection (SSL).
Maximum Message Size: 5 KB.
Cancel
Previous
Next

IMAP accounts



a. Select any of the following:

Get unread mail (IMAP account only) Select Get unread mail ONLY to download only unread mail to your handheld. If you don't choose this option and you tap Get & Send, all of your messages on your provider's mail server are downloaded to your Inbox, including messages you have already read.

Delete messages on server To delete messages on your provider's mail server when they are deleted in the VersaMail application, select the Delete messages on the server when they are deleted in VersaMail check box.

Leave mail on server (POP account only) To get e-mail on your handheld but leave it on the server so you can view it later on your computer, select the Leave mail on server check box.

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Cont'd.

Port Number The port number setting defaults to 110 for POP and to 143 for IMAP servers. You may need to change the port number if you choose to retrieve incoming mail over a secure connection (see the next item). If you are not sure about the correct port number, check with your mail server administrator.

Use Secure Connection To retrieve incoming mail over a secure (**Secure Socket Layer**, or SSL) connection, select the Use Secure Connection check box. If you select the check box, the port number for incoming mail changes to 995. You may need to change the port number; check with your mail server administrator.

Maximum Message Size To limit the maximum size of an incoming e-mail message, enter the size in kilobytes (KB) for Maximum Message Size. The maximum size of an incoming message is 5KB by default, but you can enter any size up to 5000KB, including attachments. The maximum message size that you can retrieve is 60KB for the body text and approximately 5 megabytes (MB) of total data for any attachments. Because downloading large messages can consume handheld resources, the VersaMail application displays the size of the message and asks if you want to continue downloading any message that exceeds your maximum message size, up to a total size of 5MB.

b. Select Next.

↘ Continued

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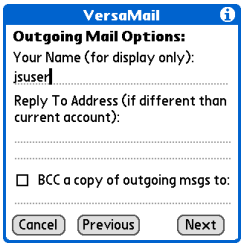
2 Set outgoing mail options:



a. Select any of the following:

Display Name Enter the name you want to appear on your outgoing messages, such as "Joe Smith."

Reply To Address Enter the e-mail address that you want recipients to see and reply to on your e-mail messages, only if this is different from the e-mail address from which you are sending the message. For example, if you are sending a message from me@yahoo.com but you want recipients to reply to me@earthlink.net, enter the reply-to address here. Reply To Address makes it look as though the e-mail came from the address you entered.

BCC Select the BCC check box to send a blind copy of any e-mail message you send to another e-mail address. The blind copy e-mail address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your corporate e-mail account, enter that e-mail address.

b. Select Next.

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Tip
Use a signature to add your name and phone number to all outgoing messages.

3 Add a signature:

a. Tap the Attach Signature to messages check box, and then enter the text of the signature.

b. Select Next.

Continued

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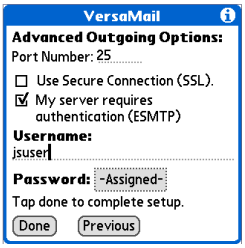
Tip
If you need to enter new authentication information, enter your username, tap the Password box, enter a password, and then select OK. Check with your e-mail service provider for authentication username and password information.

4 Set additional outgoing mail options:

a. Select any of the following:



Port Number The default is 25, the port number most SMTP servers use. If you are not sure about the correct port number, check with your mail server administrator.

Use Secure Connection To send outgoing mail over a secure (**Secure Socket Layer**, or SSL) connection, select the Use Secure Connection check box.

Authentication Select the check box if the outgoing server (SMTP) requires **ESMTP authentication**. Check with your system administrator before selecting this option. If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password.

b. Select Done.

Done

Testing your new account

After you finish setting up a new e-mail account, the Inbox of the account you just created is displayed. You can test whether the e-mail account is set up and working properly by **getting messages**.

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If you set up a synchronize-only e-mail account, you need to **configure this account** on your computer. You can't synchronize e-mail on your handheld with e-mail on your computer unless you configure the account on your computer.

Managing e-mail accounts

After you can create an account, you can edit or delete it, or customize the account by adding ESMTP authentication, selecting a specific service to connect to your network, and more.

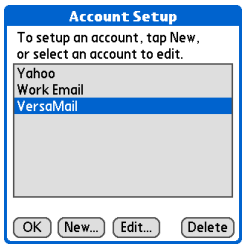
Editing an e-mail account

1 Select the account you want to edit:

a. **Open the menus**.

b. Select Accounts, and then select Account Setup.

c. Select the name of the account to edit, and then select Edit.



2 The same series of screens appears for editing an account as for **creating an account**. Go through the screens by tapping Next, and change the entries you want to edit on the appropriate screens.

Done

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Deleting an e-mail account

When you delete an account in the VersaMail application, the account is removed from your handheld. The account still exists on the server. For example, deleting your Yahoo account from the VersaMail application deletes the account only from your handheld. Your e-mail account still exists at Yahoo.com.

You can delete all but one of your e-mail accounts; you must have at least one account.

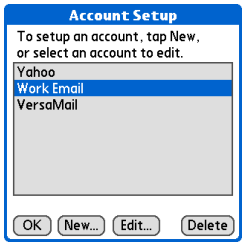
Tip
Synchronize your handheld with your computer to free up the memory associated with an account after you delete it.

1 Select the account you want to delete:

a. **Open the menus**.

b. Select Accounts, and then select Account Setup.

c. Select the name of the account to delete, and then select Delete.

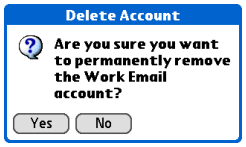


2 Delete the account:

a. Select Yes in the Delete Account dialog box to delete the account and all associated e-mail messages.

b. Select OK.

Done



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Selecting a different service for an e-mail account

When you **set up a phone connection** on your handheld, you pair each connection with a network service. You also select one of these services to be the default for all network activity on your handheld, including sending and receiving e-mail.

For any given e-mail account, however, you can switch to a different service for that account only. For example, the default service you have selected for your handheld may be called Bluetooth and may use your handheld's built-in Bluetooth functionality to make a connection to your corporate mail server. However, for your Earthlink account, you may want to switch to the service called IR, which uses your handheld's IR port to make a connection to your e-mail service provider through your mobile phone.

When you exit the VersaMail application, the service disconnects (unless you are using the default service for your handheld). When you reopen the application, the e-mail account you selected (Earthlink in this example) continues to connect using the new connection (IR in this example) until you either select a new service or deselect the Always connect using check box. If you deselect the Always connect using check box, the e-mail account (Earthlink) connects using the default handheld service (Bluetooth in this example).

The Always connect using check box changes the connection service for the selected e-mail account only. You must follow the procedure for each e-mail account whose connection you want to switch from the default connection on your handheld.

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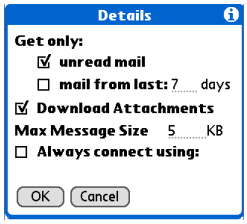
Tip
If there is an existing service connection, it is disconnected and the new connection is initiated. The VersaMail application sends and checks for any new e-mail using the new connection.

1 Open the Account Details dialog box:

a. From the Inbox of the account you want to switch, tap Get Mail.

b. Tap Details.



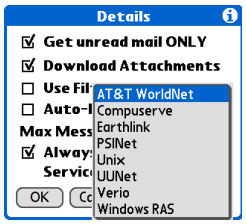
2 Select the new service:

a. Tap the Always connect using check box. A pick list of available services appears. The currently used connection is displayed by default.

b. Select the connection you want to switch to from the Service pick list.

c. Tap OK, and then tap OK again.

Done



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Adding ESMTP to an account

Some services require ESMTP authentication to validate your username and password on an SMTP server. If you aren't sure if your ISP or web e-mail provider supports ESMTP, check with your e-mail provider.

1 Select the account to which you want to add ESMTP:

a. In your Inbox or on another folder screen, **open the menus** .

b. Select Options, and then select Mail Servers.

c. Tap the Account pick list, and then select Edit Accounts.

d. Tap the name of the account you want to change, and then tap OK.

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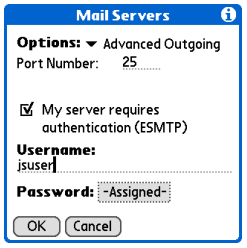
Tip
If you need to enter new authentication information, enter your username, tap the Password box, enter a password, and then select OK. Check with your e-mail service provider for authentication username and password information.

2 Add ESMTP:

a. On the Mail Servers screen (see step 1), select Details.

b. Tap the Options pick list, and then select Advanced Outgoing.

c. Select the check box.



NOTE Check with your system administrator before selecting this option. If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password.

d. Select OK.

Done

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+ **Did You Know?**
You can set up your handheld to **automatically check for and download** new e-mail messages.

Getting and reading e-mail

You can choose to see only the subjects of your e-mail (which includes message size, sender, and subject), so that you can decide if you want to download the entire message. Or you can choose to get the entire message for all of your incoming e-mail. If you choose to get the entire message, the body text of the message is downloaded up to the maximum message size you select.

Switching among e-mail accounts

To view the e-mail in an account, you must switch to that account and then get the e-mail.

1 Go to the Home screen and select VersaMail.

2 Select the account for which you want to get e-mail:

a. In your Inbox or on another folder screen, **open the menus**.

b. Select Accounts, and then select the name of the account you want.

↘ Continued

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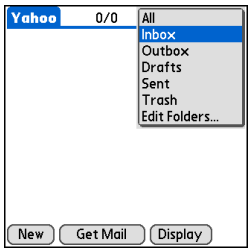
3 Tap the folders pick list, and then select Inbox if the Inbox is not displayed.

Done



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Getting e-mail messages

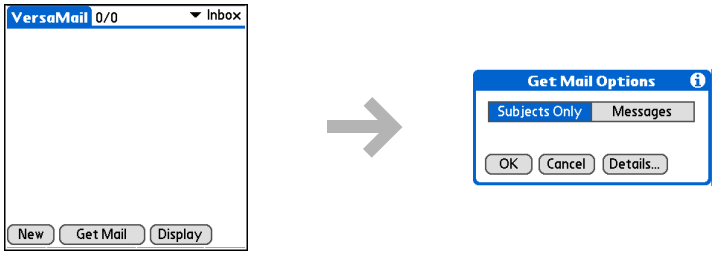
1 Go to the Home screen and select VersaMail.

2 Choose whether to get message subjects only or full messages:

a. **Open the menus**.

b. Select Accounts, and then select the account you want.

c. Select Get Mail or Get & Send.



d. In the Get Mail Options dialog box, select Subjects Only to download subjects only, or select Messages to download entire messages.

Continued

Tip
If you selected the Synchronize Only Account check box, you must **synchronize your handheld with your computer** to download messages to your handheld.

Did You Know?
You can deactivate the Get Mail Options dialog box by using VersaMail Preferences.

Tip
If you select Messages, the first 5KB of each message is downloaded. You can **change the maximum size** for downloaded messages in VersaMail preferences.

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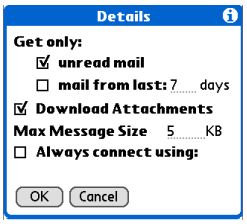
Did You Know?
When message retrieval is complete, a dialog box appears displaying the number of new e-mail messages.

Tip
For IMAP accounts, you have the option of synchronizing IMAP folders from the Get Mail Options dialog box. With **wireless IMAP folder synchronization**, you can synchronize e-mail messages between a folder in an e-mail account on your handheld and a folder with the same name on your e-mail provider's mail server.

3 **[&] OPTIONAL** Select advanced options for getting e-mail:



a. Select Details, and then select any of the following:

- **Get unread e-mail only** (IMAP accounts only)
- Get messages sent within the number of days you specify (default is 7)
- **Download attachments**
- Set maximum message size (default is 5KB)
- **Set the default connection type** for this account.

b. Select OK to return to the Get Mail Options dialog box.

4 Select OK.

5 **[&] OPTIONAL** If you are retrieving mail using a **VPN connection**, you may be asked to enter the username and password you use to log in to the VPN.

6 Select OK.

Done **A list of your messages appears in the Inbox.**

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Auto get mail with notification

You can set up the VersaMail application to automatically get new e-mail messages and download them to your handheld with the auto get feature.

If auto get downloads any new messages, your handheld lets you know with a blinking light or a beep. And a list with the number of new messages retrieved appears on the Reminders screen.

The auto get feature downloads only the first 3KB of each message. You can tap the More button on the message screen to download the entire message.

Auto get recognizes any **filter criteria** you set up for downloading messages. Messages that don't meet these filter criteria are not downloaded during an auto get. You need to turn off all filters and manually retrieve these messages.

+ Did You Know?

If more than one scheduled auto get happens at the same time (for example, for two separate e-mail accounts), auto get retrieves messages in the following order:

1. Any past-due auto get (for example, a retry of an earlier failed auto get).

2. Current retrievals according to the order of e-mail accounts (#1, #2, and so on).

Scheduling auto get mail

You can set up different schedules for each of your e-mail accounts, but you can set up only one schedule for each account. For example, if you set up a schedule to get mail on weekdays for your Yahoo account, you can't set up a separate schedule for weekends for that account.

The auto get feature may not work with your specific **VPN connection**. It doesn't work for **SSL connections**, or if you have set up the **security preferences** on your handheld to encrypt databases on the handheld.

+ Did You Know?

For some nonsupported connection types, the auto get mail option doesn't appear on the Options menu; for others, if you try to set up an auto get schedule, an error message appears.

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Tip

You should perform a manual get mail after setting up a scheduled auto get. Then, only new messages are retrieved during auto get.

Or, if you have **configured an e-mail account** to synchronize messages on your handheld with messages on your computer, you can **synchronize** after setting up a scheduled auto get to make sure that only new messages will be retrieved.

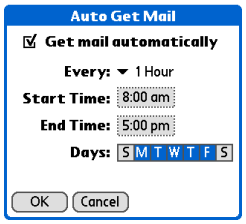
1

Select Auto Get Mail for a given account:

a. From the Inbox or on another folder screen, **open the menus**.

b. Select Options, and then select Auto Get Mail.

c. Select the Get mail automatically check box.



2

Set schedule options:

Interval Tap the Every pick list and select the time interval, from 15 minutes to 12 hours. Note that if you set a more frequent interval, you may need to recharge your handheld's battery more often.

Start/End Time Tap the Start and End Time boxes, and then tap the hour, the minute, and AM or PM to enter the time for the first and last auto get mail to take place. Tap OK.

Days Tap the days you want the schedule to be active. You can choose any number of days, but you can set up only one schedule for each e-mail account.

3

Select OK.

↘ Continued

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4 **[&] OPTIONAL** Tap Get Mail.

Done

Auto get notifications

The auto get mail feature provides three types of alerts during and after it gets messages:

Status messages Depending on the connection type, a series of status messages may appear during the auto get connection and mail retrieval process.

Notifications You can choose to **have your handheld alert you** with a beep or alert sound, or with a blinking light, when a new message arrives in your account.

Reminders screen If auto get discovers and downloads new messages for an e-mail account, a notification appears on the **Reminders screen**, telling you the account name and the number of new messages. If auto get is scheduled for more than one account, a separate notification appears for each account.

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Setting notification options

You can choose a sound—such as a bird, a phone, or an alarm—to let you know when new e-mail arrives.

Did You Know?
Any custom sound you install on your handheld appears on the Notify Sound pick list.

Tip
You can follow these steps to change the notification sound at any time.

Tip
You can also **set your handheld's indicator light to blink** when new e-mail arrives, and **adjust the volume** of the notification sound.

1

Turn on notification:

a. In the Inbox or on another folder screen, **open the menus**.

b. Select Options, and then select Notification.

c. Tap the Notify me of new mail and mail alerts check box.

2

Select notification options:

a. Tap the Notify Sound pick list, and then select a sound. The handheld plays a brief demo of the sound.

b. To receive notifications of successful auto get mail and automatic send retries only, deselect the Notify me of Auto Get and Send failures check box. Leave the check box selected if you want to receive notifications of both successful and failed auto get mail and automatic send retries.

c. Select OK.

Done

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Viewing and using the Reminders screen

The Reminders screen on your handheld shows info about new e-mail messages. It also shows alerts from other applications, such as Calendar appointments.

To view the Reminders screen, tap the blinking asterisk when it appears in the upper-left corner of any screen.

If you set up a scheduled auto get mail and you receive new e-mail messages, they are downloaded into the Inbox. If you are working with e-mail messages in the Inbox, the Reminders screen doesn't display a reminder for new messages, because they are already displayed in the Inbox.

A broken envelope icon appears next to a notification when an auto get mail fails.

You can do any of the following:

- Tap the check box to clear a reminder from the list.
- Tap the reminder (either the mail icon or the text description) to go to the Inbox of that account or to read a detailed error message.
- Tap Done to close the Reminders screen and return to whatever you were doing on your handheld before the Reminders screen appeared.
- Tap Clear All to delete all reminders on the Reminders screen.

When a notification appears on the Reminders screen, tap the notification to go to the Inbox of that account, or launch the VersaMail application and go to that account. Once you view a message in the Inbox, the message is removed from the Reminders screen, even if you don't open it. Auto get then starts at the next scheduled interval, with the Reminders screen counter reset to 1.

If you don't go to the Inbox of the selected account and another scheduled e-mail retrieval finds new messages, the Reminders screen adds the number of new messages to the notification for that account. For example, if scheduled auto get #1 finds two new messages and, before you view

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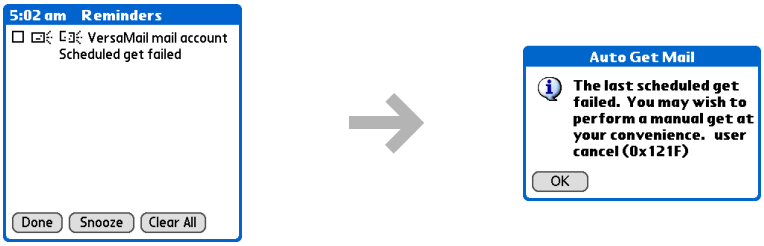
the Inbox, scheduled auto get #2 takes place and finds three more new messages, the Reminders screen notification indicates five new messages for that account.

If auto get discovers new messages but then fails for any reason, the Reminders screen shows the account name and an error message. You can tap the error message or open the VersaMail application for that account for more detailed information on the failed auto get.


5:02 am Reminders
VersaMail mail account
Scheduled get failed
Done
Snooze
Clear All
Auto Get Mail
The last scheduled get failed. You may wish to perform a manual get at your convenience. user cancel (0x121F)
OK

You can choose to **disable notifications for auto get mail failures**.

Auto get mail retries

If the interval for a scheduled auto get is set at “Every 1 hour” or less frequently, and an auto get fails for any reason, the VersaMail application tries to retrieve e-mail every 30 minutes until either the next scheduled auto get occurs or the end time for scheduled e-mail retrieval is reached. If the interval is set for more frequently than “Every 1 hour,” the VersaMail application waits until the next scheduled auto get.

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Resource issues with auto get mail

The auto get mail feature can cause the following resource constraints:

Decreased battery life If you set the auto get interval for more often than once per hour, your handheld's battery charge may drain more quickly, and you may need to recharge the battery more frequently.

Increased monthly charges Some wireless providers, such as Cingular or T-Mobile, charge a fee for data transactions. If you use one of these providers, using the auto get feature can substantially add to your monthly charges. This is especially true for POP accounts, because POP messages take longer to download than IMAP messages.

If you primarily retrieve messages over your company's network (Bluetooth or 802.11b network), monthly charges should not be an issue.

To help with these concerns, set your interval for e-mail auto get to retrieve messages no more frequently than once per hour.

Inbox icons in the VersaMail application

The icons to the left of a message in the Inbox tell you the message's status.

Only the subject header information is downloaded.

Part or all of the message text is downloaded.

Part or all of the message text and attachment information is downloaded.

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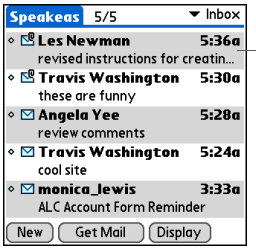
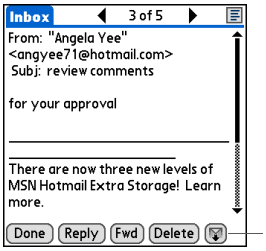
Reading e-mail messages

To read e-mail, tap the e-mail message in the Inbox or the folder where the message is located.



If you chose to **get messages by subjects only**, tap the More button to view the body of the e-mail message, plus any attachments, up to the maximum message size you select. If the downloaded message exceeds your maximum message size, only a partial message is displayed. Tap the More button to view the entire message.

If you chose to get entire messages, the body of the message is displayed. However, if the downloaded message exceeds your maximum message size, only part of the message is displayed. Tap the More button to view the entire message.



Tip

Use the navigator for one-hand message viewing:

1. Press Select on the navigator to highlight the first message displayed on the screen, and then press Up or Down to scroll one message at a time to the message you want to read.
2. Press Select to open the message.
3. After reading the message, press Select to close the message.

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Selecting whether to receive messages as HTML or plain text

By default, the VersaMail application is set to receive mail in HTML format. This means that any e-mail messages sent as HTML are displayed on your handheld with basic HTML formatting intact, including the following:

- Boldface
- Italics
- Underlining
- Colored words
- Bullet lists
- Numbered lists
- Line breaks

For certain types of graphics (for example, JPEG or GIF files), the graphic may be displayed as a URL in the body of the e-mail message. In some cases, you can **tap the URL** to open the graphic.

Messages sent as plain text are displayed as plain text only, and any text stripped of its HTML formatting is displayed as plain text as well. You can set the application to receive all messages as plain text only, regardless of the format in which they were sent. If you choose this option, only the text of any messages sent in HTML format is displayed.

NOTE The VersaMail application sends all messages as plain text only, with all HTML tags stripped, even if you are forwarding or replying to a message that was originally received as HTML.

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1

Open VersaMail Preferences:

a. **Open the menus** .

b. Select Options, and then select Preferences.

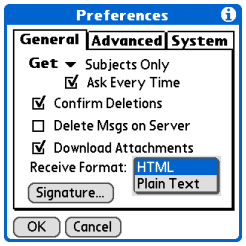
2

Select message format:

a. Tap the Receive Format pick list, and then select HTML or Plain Text. The default is HTML.

b. Select OK.

Done



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Customizing the font of messages you are reading

You can change the font, size, or style of incoming messages to make them easier to read.

Did You Know?
The font settings you choose apply to all incoming messages, not just the current one.

1 Open the Select Font dialog box:

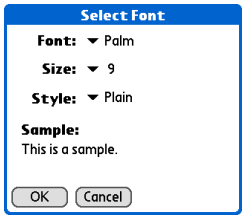
a. On the message screen, **open the menus** .

b. Select Options, and then select Font.

2 Customize the font:

a. Tap each pick list (Font, Size, Style) and select the option you want.

b. Tap OK.



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Sending an e-mail message

Tip
If you selected the Synchronize Only Account check box, you must **synchronize** so that messages you compose on your handheld can be sent out through your computer's e-mail application.

Did You Know?
You can set up your handheld to **automatically try resending** any messages that are not sent correctly the first time.

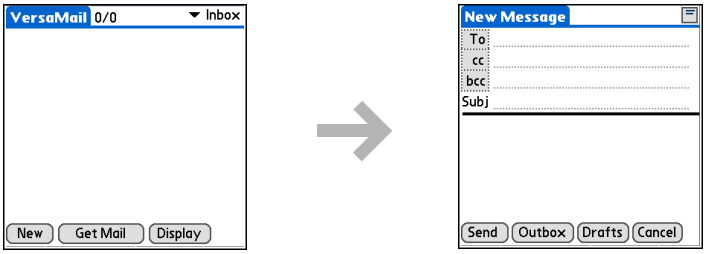
Did You Know?
When you put addresses in the copies (cc:) field, they are visible to all other recipients. Addresses in the blind copies (bcc:) field are hidden from all other recipients.

1 Go to the Home screen and select VersaMail.

2 Open a new message:

a. **Open the menus**.

b. Select Accounts, select the account you want, and then tap New.



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Tip
Subjects longer than one line are shown on a single line with an ellipsis symbol to the right of the subject line. Tap the subject to see the full subject.

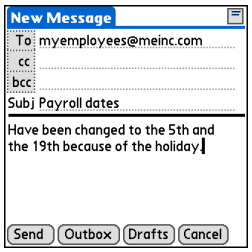
Did You Know?
Open the menus and select Edit to access the editing features available for a message you are composing.

Tip
If you open another application while you're working on a message, the message is automatically saved as a draft.

3 Address and compose your message:

a. Enter the recipient's e-mail address by **entering it directly**, **entering it from Contacts**, or **using Smart Addressing**.

b. In the Subject field, enter the subject of your e-mail.



c. In the area below the Subject line, enter the text of your e-mail. The first character of each sentence is automatically capitalized for you.

4 **[&] OPTIONAL** **Attach one or more files** to send with your message.

5 Select one of the following options to send your message:

Send Sends the e-mail immediately.

Outbox Stores e-mail so you can compose e-mail offline and then send it all during one connection with the server. To send your e-mail, tap Get & Send.

Drafts Saves your message so you can work on it at another time.

Done

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Entering an address directly in the To field

1 On the New Message screen, tap or navigate to the To field.

2 Enter an address using one of the following methods:

Single address in To field Enter the address, and then tap Done

Multiple addresses in To field Enter a semicolon (;) and then a space between recipient names.

Single address on Recipient List Tap To and enter the address on the Recipient List screen, and then tap Done. Use the shortcut buttons at the bottom of the screen for quick address entry.

Multiple addresses on Recipient List Enter a semicolon (;) and then a space between recipient names.

↓ **Done**

Tip
You can't see the whole list of addresses in a field if the list is longer than two lines. To see the whole list, tap the word To, cc, or bcc.

Tip
It's OK to enter commas instead of semicolons between addresses, because they're changed to semicolons. But you can't use other punctuation or no punctuation between addresses.

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Entering an address using Contacts

You can enter a recipient's address by using the Lookup screen to select the address. The names and addresses on the Lookup screen come from Contacts.

Did You Know?
Addresses longer than one line are shown on a single line with an ellipsis symbol to the right of the address line. To view or edit the address, tap the To field to display the full address.

1 Open the Lookup screen:

a. On the New Message screen, select the word To.

b. On the Recipient List screen, select Lookup.

2 Enter the address:

a. On the Address Lookup screen, select the address you want, and then select Add.

b. Select Lookup and repeat step a for each address you want to add.

Done

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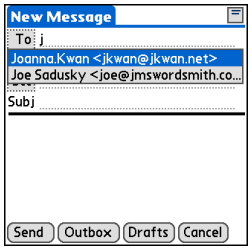
Entering an address using Smart Addressing

Smart Addressing completes a recognized e-mail address. Smart Addressing automatically fills in fields when the recipient's name and e-mail address are in your Contacts list.

Tip
Smart Addressing is turned on by default. To turn off Smart Addressing, **open the menus**, select Preferences from the Options menu, and then select the Advanced tab. Deselect the Enable Smart Addressing check box.

1 On the New Message screen, tap in the To field.

2 Start entering the person's name, such as Joe Smith.
Once the name is recognized from your Contacts list, the name and e-mail address are automatically completed on the recipient list. For example, if you have a Joe Smith and a Joan Smith in Contacts (and no other names starting with J), once you type "Joe," the entry "Joe Smith" is completed with the correct e-mail address.



3 Tap the name when it appears.

Done

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Attaching a personal signature

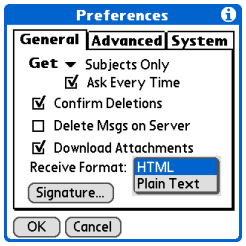
You can attach a personal signature, with info like your company's address and fax and telephone numbers, to the bottom of all messages you send.

1

Open the VersaMail Preferences:

a. From the Inbox or on another folder screen, **open the menus** .

b. Select Options, and then select Preferences.



2

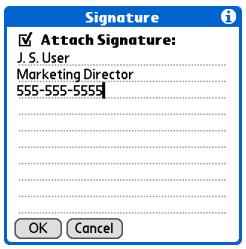
Add a signature:

a. Select Signature.

b. Select the Attach Signature check box.

c. Enter your signature information, and then select OK.

Done



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Send retry

When you tap Send on the message menu, the VersaMail application automatically attempts to send the message. If the send attempt fails for any reason (for example, your handheld is out of range, or the application cannot connect to the mail server), you can choose to have the application move the message to the Outbox and keep trying to send the message every 30 minutes, a maximum of three times.

If you put a message in the Outbox, you must do a manual send to send the message on the first try. The VersaMail application attempts automatic send retry only after a manual send attempt fails. Keep in mind the following regarding automatic send retry:

- Automatic send retry occurs only if you tap Send to send the message manually. It doesn't work if you tap Get & Send.
- To select automatic send retry, tap Yes in the dialog box notifying you that manual send has failed.
- If automatic send retry succeeds, the message is moved to the Sent folder.
- If automatic send retry fails after the third try, you have to send the message manually.

+ Did You Know?
Send retry doesn't work for **VPN** or **SSL** connections, or for accounts for which your ISP requires you to log in to the mail server before sending mail. It also doesn't work if you have **configured the security preferences** on your handheld to encrypt databases on the handheld.

✱ Tip
Tap the notification to view a detailed error message. Viewing the error message deletes the notification from the Reminders screen.

Send retry notifications

If automatic send retry fails after the third try, a notification appears on the **Reminders screen**. Send retry notification features include the following:

- A broken envelope icon shows that automatic send retry has failed. A separate notification appears for each e-mail account.
- You can choose to **disable notifications** for send retry failures.
- The Reminders screen shows only the most recent notification for an e-mail account, no matter how many automatic send retries have been attempted for that account.

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Modifying messages in the Outbox

A message in the Outbox waiting for the next automatic send retry can be edited, moved, or deleted. However, if you edit the message, you must manually send the message. If the manual send fails, you can choose to store the message in the Outbox to wait for the next automatic send retry.

During automatic send retry, any message that the VersaMail application is trying to send is in a locked state. You cannot edit, move, or delete these messages. If you try to modify a message in the locked state, an error message appears.

If a send retry fails after the third try, the message is stored in the Outbox in the error state. You can send the message again manually, or edit, move, or delete the message. However, if you edit the message, you will need to manually send the message. If the manual send fails, you can choose to store the message in the Outbox to wait for the next automatic send retry.

Tip
If you **perform a soft reset** or **synchronize** during send retry, the retry cancels. You must manually send any messages in the Outbox.

Outbox icons in the VersaMail applications

The icons to the left of a message in the Outbox show the message's status.

Message is waiting either to be manually sent or to be sent during the next send retry. You can edit, move, or delete a message in this state.

Send retry is currently in process; you cannot edit, move, or delete a message in this state.

Third automatic send retry has failed. You must manually send a message in this state by tapping Get & Send.

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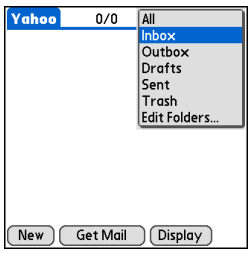
Working with e-mail folders

By default, the VersaMail application displays the messages in a given account's Inbox folder. You can easily view the messages in a different folder. You can also customize the appearance of the message list in your e-mail folders, move messages between folders, and create and edit folders.

Viewing another folder

1 In the Inbox or on another folder screen, tap the folders pick list in the upper-right corner of the screen.



2 Select the folder you want to view.

Done

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Customizing the appearance of the message list

You can change display options on the message list, as well as the size of columns in the list.

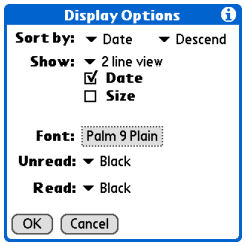
NOTE Changing column size is available for one-line message view only.

Tip
The customization options you choose apply to all e-mail folders, not just the one you are in.

Tip
If you choose to show the Date column, the column displays the message time for any messages received today—that is, any message received after 12:01 A.M. Otherwise, the Date column shows the date the message was received.

1 In the Inbox or on another folder screen, select Display Options.

2 Customize any of the following:



Sort by Tap the Sort by pick list, and then select the column name. Default is Date.

Sort order Tap Descend or Ascend. Default is Descend.

One- or two-line column view Tap the Show pick list, and then select one-line or two-line view. Default is two-line.

Columns shown Tap the check box under the Show pick list for each column you want to show. The column options change depending on whether you choose a one-line or a two-line view. Defaults are Sender, Date, and Subject.

Font Tap the Font field. Tap each pick list in the Select Font dialog box (Font, Size, Style) and select the option you want. Default is Palm 9 Plain.

Read and unread message color Tap the Read and Unread pick lists, and then select the color you want for each type of message. Default for both is black.

↘ Continued

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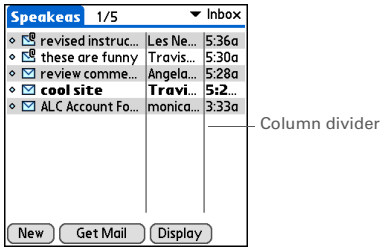
3 Tap OK.

4 If you selected one-line summary view in step 2, change the size of columns in the message list:

a. Tap and hold the stylus on the column divider.

b. Drag the column divider to change the width of the column.

Done



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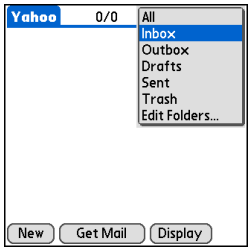
Moving messages between folders

You can move one or more e-mail messages between folders.

1 In the Inbox or on another folder screen, tap the folder pick list in the upper-right corner and select the folder containing the message(s) you want to move.

↘ Continued



✱ **Tip**
You can use the navigator to move a single message. Select the message you want to move, press Right to open the Message menu, and then select Move To. Then select the folder you want on the folders list.

✱ **Tip**
To select a group of adjacent messages, drag the stylus to the left of the message icons.

✱ **Tip**
You can also open the menus, select Message, and then select Move To.

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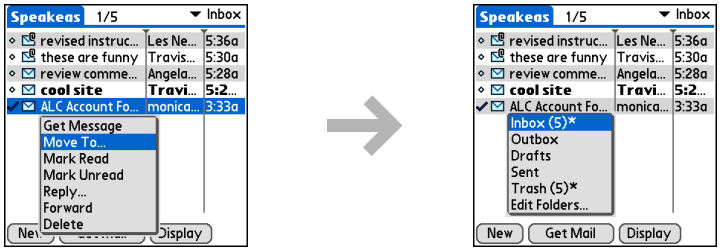
2

Move a single message:

a. Tap the envelope icon to the left of the message you want to move, and then select Move To from the list.



b. On the folders list, select the destination folder you want.

3

Move multiple messages:

a. Tap to the left of the icon for each message you want to move. A checkmark appears next to each selected message.

b. Tap a message icon next to a selected message, and then tap Move To on the list.

c. On the folders list, select the destination folder you want.

↘ Continued

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4 Select OK.

Done

Creating and editing mail folders

The VersaMail application has certain preset folders, such as Inbox, Outbox, Drafts, and Trash. You can create new folders so that you can store e-mail messages by subject, person, or project.

NOTE For IMAP accounts only, select the check box if you want the change (create, rename, delete) to take place on the server as well as on your handheld.

1 In the Inbox or on another folder screen, tap the folder pick list in the upper-right corner, and then select Edit Folders.

Continued

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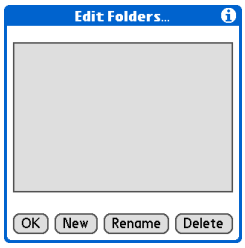
2 Select any of the following:



a. To create a new folder, select New, and then enter the new folder name.

b. To rename a folder, select the folder name from the list on the screen, select Rename, and then enter the new folder name.

c. To delete a folder, select the folder name from the list on the screen, and then select Delete.

Done

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Working with e-mail messages

When you receive an e-mail message, you can reply to it or forward it to someone else. You can also open web addresses (URLs) within messages.

Forwarding an e-mail message

Did You Know?
You can forward e-mail messages from any folder other than the Outbox folder.

Did You Know?
Forwarded messages are always sent as text only, even if you received the original message in HTML format.

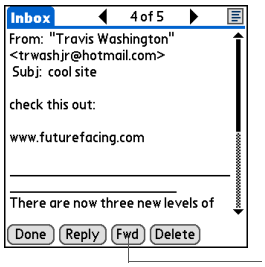
Tip
You can **cut, copy, and paste text** from an e-mail message, either from one you have composed or have read or from an attachment you have downloaded and opened, for use elsewhere in the VersaMail application or in another application.

1 On a folder screen, tap the folder pick list in the upper-right corner, and then select the folder that contains the message you want to forward.

2 Select the message to forward:

a. Select the e-mail message to open it.

b. Select Forward (Fwd).



3 **Address** and send the message.

Done

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Replying to an e-mail message

You can reply to an e-mail message as you are reading it, or you can start the reply when you are viewing messages in the message list.

Replying to a message that you are reading

Did You Know?
Replies are always sent as text only, even if you received the original message in HTML format.

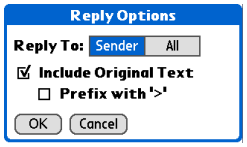
Tip
From the message screen, you can also select Reply from the Options menu.

1 Create the reply:

a. Select the message you want to reply to.

b. Select Reply.

2 Select reply options and send your reply:



a. In the Reply Options dialog box, select options for replying to the sender only or to all e-mail recipients, for including original message text with your reply, and for inserting a ">" character at the beginning of each line in the original message included with your reply.

b. Tap OK.

c. Enter a reply.

d. Tap Send to send the reply now, Outbox to send it later, or Drafts to work on it later.

Done

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Replying to an e-mail message from the message list

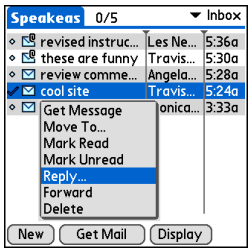
1 In the Inbox or another folder screen, tap the folders pick list, and then select the folder that contains the message you want to reply to.

2 Create the reply:

a. Tap the envelope icon next to the message you want, and then tap Reply on the list.

b. Select Options, and then select Reply.

↘ Continued



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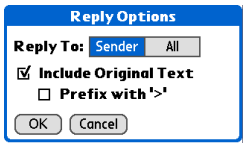
3 Select reply options and send your reply:



a. In the Reply Options dialog box, select options for replying to the sender only or to all e-mail recipients, for including original message text with your reply, and for inserting a “>” character at the beginning of each line in the original message included with your reply.

b. Tap OK.

c. Enter a reply.

d. Tap Send to send the reply now, Outbox to send it later, or Drafts to work on it later.

Done

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+ **Did You Know?**
E-mail addresses appear in the form "username@mailservice.com" (or other three-letter extension such as .net, .org, and so on).

Working with URLs

You can tap a URL in a received message to view the web page or file associated with the URL. Tapping the URL opens palmOne™ **Web Pro** to view the page or file.

You can also tap an embedded e-mail address to open a new message screen with the address in the To field.

Depending on whether the received message is displayed in HTML or plain text format, URLs and e-mail addresses appear in slightly different forms, as follows:

HTML URLs and e-mail addresses appear as blue underlined text.

Plain text Most URLs begin with "http://" or "www." Simply tap to view these types of URLs. To view a page or file associated with a URL that does not begin with "http://" or "www.," select the URL, copy it, and paste it into the address bar in the Web Pro browser.

Deleting a message

You can delete e-mail messages from any folder. For example, you can delete old messages in the Inbox or messages that you were working on in the Drafts folder. When you delete a message, it is placed in the **Trash** folder.

1 In the Inbox or another folder screen, tap the folders pick list, and then select the folder that contains the message you want to delete.

2 Tap the bullet next to the icon of each message that you want to delete. To select adjacent messages, drag the stylus so it hits the bullet to the left of each message. Lift the stylus and drag again to select more adjacent messages.

↘ Continued

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Tip
To delete messages on the server when you empty the trash on your handheld, **select the Delete Msgs on Server setting** in the VersaMail Preferences. Many e-mail providers have size restrictions for mail storage. If your mailbox on the server becomes full, messages are returned to the senders.

Tip
You can also tap the message icon next to a selected e-mail message and then tap Delete.

3

Delete the message or messages:

a. **Open the menus**.

b. Select Delete from the Message menu.

c. Tap Also delete message(s) on server if you want to delete the messages from the server now.

[!] IMPORTANT If you delete a message on the server, you cannot retrieve it and view it again later.

d. Select OK.

Done

Deleting old messages

1

Open the Delete Old Messages dialog box:

a. **Open the menus**.

b. Select Delete Old from the Message menu.

Continued

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Tip
Messages you delete from a folder move to the Trash folder and remain there until you **empty the trash**.

2 Choose settings for deleting old messages:

a. Tap the Folder pick list, and then select the folder that contains the messages you want to delete.

b. Tap the Older than pick list, and then tap One Week, One Month, or Choose Date. If you tap Choose Date, select a date from the calendar.

3 Delete messages:

a. Select Delete.

b. Select Also delete message(s) on server if you want to delete the messages from the server now.

[!] IMPORTANT **If you delete a message on the server, you cannot retrieve it and view it again later.**

c. Select OK.

Done

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Emptying the trash

When you delete a message, it moves to the Trash folder. Deleted e-mail accumulates in the Trash folder and takes up space on your handheld. To increase memory, you should empty the trash regularly.

Tip
You can set a preference to **automatically empty the trash**.

Did You Know?
Many e-mail providers, such as Yahoo, have size restrictions for mail storage. If your mailbox on the server becomes full, messages are returned to the senders.

1 Open the Empty Trash dialog box:

a. **Open the menus**.

b. Select Empty Trash from the Message menu.

NOTE If Auto-Empty Mail from Trash is selected in VersaMail Preferences, a message asks if you want to delete the trash.

2 **[&] OPTIONAL** Tap Details to see how many messages are in the trash and whether the messages are set to be deleted on the server.

3 Select one of the following options for emptying the trash:

To delete messages from your handheld as well as from the server Select Both. Select Yes if you want to update the server now.

To delete the message from only your handheld now Select Handheld.

Done

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Setting the trash to be emptied automatically

Did You Know?
By default, Auto-Empty Mail from Trash is selected, and the time interval is set at Older Than 1 Week.

1

Open the VersaMail Preferences:

a. **Open the menus** .

b. Select Options, and then select Preferences.

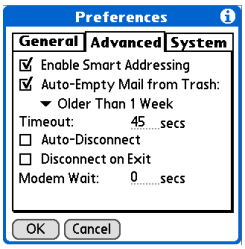
2

Select the settings for automatically emptying the trash:

a. Select the Advanced tab.

b. Select the Auto Empty check box if it is not selected.

c. Tap the pick list, and then select one of the following:



- E-mail messages are automatically emptied from the trash immediately when they are deleted from a folder.
- Messages are automatically emptied from the trash after the time interval you specify: one day, three days, one week, or one month.

d. Select OK.

Done

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Marking messages as read or unread

When you tap a message to read it, it is automatically marked as read. You can also manually mark messages as read or unread.

Did You Know?
In one-line view, read messages appear in plain text in the message list; unread messages appear in bold text.

Did You Know?
POP mail servers do not support the read or unread message feature. For POP accounts, messages that you mark appear in plain or bold text on your handheld, but the difference is not recognized on the server.

1 Select the message or messages to mark:

a. In the Inbox or on another folders screen, tap the folders pick list, and then select the folder containing the message you want to mark.

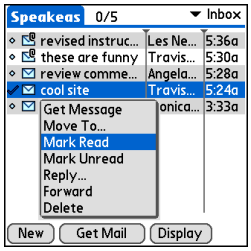
b. Tap the icon next to the message you want to mark. To mark multiple messages, tap the bullets next to the messages you want to mark.

2 Do one of the following to mark the message or messages:

Single message Select Mark Read or Mark Unread on the list.

Multiple messages Open the menus, select Message, and then select Mark Read or Mark Unread.

↘ Continued



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✱ **Tip**
Selecting Both and then OK also processes any other pending actions on the server, such as deleting messages not yet deleted.

3 For IMAP accounts only, select one of the following:

Mark Read
Would you like to mark the selected messages read on both the handheld and server, or on just the handheld?
Both
Handheld
Cancel

To mark the messages as read or unread on your handheld only Select Handheld.

To mark the messages on both your handheld and the server and have the messages marked on the server immediately Select Both, and then select OK on the confirmation screen.

To mark the messages on both the handheld and the server and have the messages marked on the server the next time you synchronize or connect to the server Select Both, and then select Cancel on the confirmation screen.

NOTE If you set up an IMAP account as **synchronize only**, this screen does not appear.

Done

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Working with attachments

You can easily download, view, and send attachments with e-mail messages.

Downloading an attachment to your handheld

E-mail may contain attached files, such as Microsoft Word or text files, that you want to view or install on your handheld. When you receive a message that has an attachment, the VersaMail application scans your Handheld to see if you have an application that can open the attachment. If so, you can **open the attachment** with the application.

Here are the kinds of attached files you can work with:

vCard (VCF) This is contact information. Open these files in the Contacts application on your handheld.

vCal/iCal (VCS or ICS) This is usually a calendar appointment or a task. Open these files in the Calendar or Tasks application on your handheld.

Text (TXT) This is usually a memo or another plain text file. Open these files in the Memos application on your handheld.

HTML (HTML or HTM) This is usually a web page or a formatted text file. Open these files in the **palmOne Web Pro** application on your handheld. Your handheld displays HTML attachments with full formatting intact.

Microsoft Word (DOC) Open these files in the Documents To Go application on your handheld. (Application must be **installed from the CD**.)

Microsoft Excel (.XLS) Open these files in the Documents To Go application on your handheld. (Application must be **installed from the CD**.)

Graphics files (JPG, BMP, TIF, GIF) Open these files in the palmOne™ Media application on your handheld.

Tip
You can also save downloaded files to an **expansion card**.

Tip
The maximum message size you can download is 60KB for the body text and approximately 5MB total, including attachments. If an attachment is too large, it cannot be downloaded to the handheld. You can download a maximum of 10 attachments for any received messages, regardless of message size.

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Other application files For other types of application files, your handheld may contain a viewer that allows other applications to pass it a file for viewing. If your handheld contains such a viewer, you can open the attachment; if not, you can't view the attachment. Among the file types that may be supported are MP3 and AAC files if saved to an expansion card.

PRC (PRC) This is a Palm OS® application that you can install and run on your handheld.

PDB (PDB) This is a file that works with specific Palm OS applications.

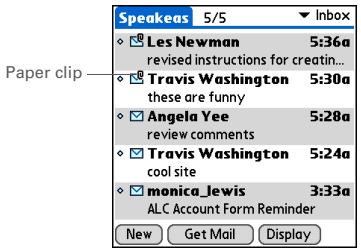
ZIP (ZIP) These are compressed files that contain other types of files, for example, text files or Word documents. You can download and uncompress ("unzip") a Zip file and then view the contents on your handheld.

Working with a downloaded attachment

In the message list, a paper clip on a message's envelope icon indicates that the message has an attachment that has been downloaded. You can view, edit, or install an attached file, depending on the file type.

1 In the Inbox, tap the message with the attachment.

↘ Continued



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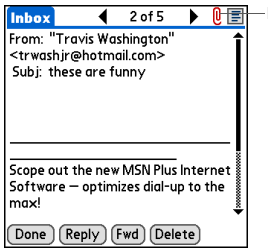
✱ **Tip**
Because downloading large messages can consume handheld resources, the VersaMail application displays the size and asks if you want to continue downloading any message that exceeds your maximum message size, up to a total size of 5MB.

2 **[&] OPTIONAL** If you choose to get messages by subject only, tap More for each downloaded message to view the body of the e-mail message plus any attachments, up to the maximum message size.

3 Tap the red paper clip icon in the upper-right corner. If the attachment is not downloaded, a paper clip icon doesn't appear even though the message was sent with an attachment. You must download the attachment for the paper clip icon to appear.

↘ Continued



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4

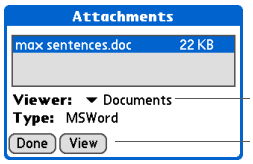
Do one of the following, depending on the attachment file type:

Viewable file: text, Word document, task, HTML, graphic, and so on Tap the name of the attachment you want to view, and then tap View. If there are multiple viewers registered on your handheld for the attachment file type, either use the default viewer shown, or select a viewer from the list. For example, if you have two photo viewing applications on your handheld and you select a photo attachment on the list, the Viewer pick list appears containing the names of the photo viewing applications. Tap the pick list, and then select the application you want to use to view the photo attachment.

If there is only one viewer registered for the attachment file type, the viewer is shown without a list.

Palm OS application or database file (PRC or PDB) Tap the name of the attachment you want, and then tap Install. The file is installed automatically.

Compressed Zip file Tap the name of the attachment you want, and then tap Unzip. The file uncompresses, and the files it contains are listed. Tap the name of the file you want to view or install, and then tap View or Install.



↘ Continued

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5 When you finish with the attachment, do one of the following:

Done button appears on screen Select Done. This returns you to the Attachments dialog box, where you can select another attachment.

No Done button appears Go to the Home screen and select VersaMail to return to the Inbox of the account you were in.

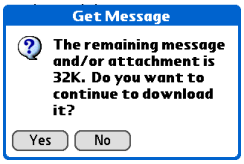
Done

Downloading large attachments

Downloading and viewing a message with a single attachment that exceeds your maximum message size, or a message with multiple attachments whose total size exceeds your maximum message size, requires some extra steps.

Tip
When you see both a red paper clip icon and the More button in the Message screen, that means that some attachments to this message were downloaded, but others remain to be downloaded.

1 To download a single attachment that exceeds the maximum message size:



a. On the message screen, select More.

b. Select Yes to continue downloading the entire message with attachment.

c. When downloading is complete, the red paper clip icon appears and More is no longer displayed. **View or install the attachment**.

Continued

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2

To download multiple attachments whose total size exceeds the maximum message size:

a. On the message screen, tap the red paper clip icon.

b. Select one of the following:

To view any downloaded attachments without downloading additional attachments Select No. **View or install the downloaded attachments**.

To continue downloading all attachments Select Yes. When downloading is complete, the Attachments dialog box appears, showing all downloaded attachments. **View or install the downloaded attachments**.

Done

Saving attachments to an expansion card

If you bought an **expansion card** that provides extra memory, you can save downloaded attachments to the expansion card.

1

Insert the expansion card into the slot on your handheld.

Continued

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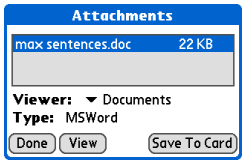
2 Download and save the attachment:



a. **Download the attachment**.

b. On the Attachments screen, select the attachment you want to save, and then select Save To Card.

c. Select OK.

d. Repeat steps b and c for each attachment you want to save to the card, and then tap Done.

Done

Attaching files from a handheld application

Tip
If you open a message from the Drafts folder, you must first tap Edit before you can add an attachment.

You can attach files on your handheld to e-mail messages you send. For example, you can attach photos or videos, Word and Excel docs, and entries from Contacts, Calendar, and Tasks.

You can also **attach files from an expansion card** inserted in your handheld's expansion slot.

The maximum size message you can send is 60KB for the body text and approximately 5MB of total data for any attachments. The maximum number of attachments for any e-mail message is ten, regardless of the attachments' total size.

You can attach a file to forwarded messages and replies as well as messages you create.

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NOTE The procedure for **attaching photos and videos** is slightly different from that for other types of files.

Did You Know?
You can attach the following types of files from a handheld application:

- vCard (VCF)
- vCal/iCal (VCS/ICS)
- Memo/Text (TXT)
- PRC
- PDB
- Microsoft Word document (DOC)
- Microsoft Excel spreadsheet (XLS)

Tip
To remove an attachment from an e-mail message, tap the attached file in the Attachments box, and then tap Delete.

1 Open the Attachments screen:

a. On the message screen, **open the menus** .

b. Select Options, and then select Attachment.

Continued

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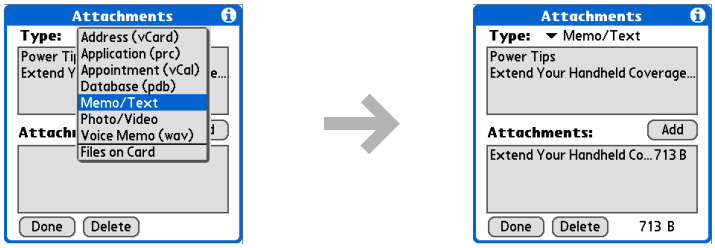
2 Attach the file:

a. Tap the Type pick list, and then select the file type. The VersaMail application displays all file types on your handheld that you can attach to an e-mail message.



b. Select the file that you want to attach, and then select Add. The selected file appears in the Attachments box.

c. Repeat steps a and b for each attachment you want to add, and then tap Done.

Done

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Attaching files from an expansion card

Did You Know?
You can attach any file type that appears on an expansion card.

Tip
If you open a message from the Drafts folder, you must first tap Edit before you can add an attachment.

Tip
To remove an attachment from an e-mail message, tap the attached file in the Attachments box, and then tap Delete.

1 Insert the expansion card into the slot on your handheld.

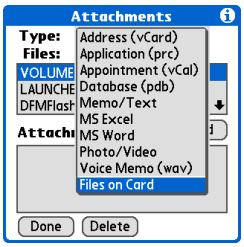
2 Open the Attachments screen:

a. On the message screen, **open the menus** .

b. Select Options, and then select Attachment.

3 Attach the file:

a. Tap the To pick list, and then select Files on Card. The VersaMail application displays all file types on the card. You can select a particular file type, or select All Files to view all files on the card.



b. Select the file that you want to attach, and then select Add. The selected file appears in the Attachments box.

c. Repeat steps a and b for each attachment you want to add, and then tap Done.

Done

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Attaching photos and videos

1 Open the Attachments screen:

a. On the message screen, **open the menus** .

b. Select Options, and then select Attachment.

2 Attach the photo or video:

a. Tap the Type pick list, and then select Photo/Video.

b. On the Select Media screen, tap the Album pick list to go to the album containing the photo or video you want, and then select the photo or video. To attach a photo or video from an expansion card, select the card name from the Album pick list. To select adjacent items, drag the stylus across each item.

c. Tap Done.

Done

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Forwarding an attachment

1

Open the message you want to forward:

a. In the Inbox or on another folder screen, tap the folders pick list, and then select the folder that contains the message.

b. Select the message to display it.

2

Address and add an attachment to the message:

a. Select Forward (Fwd).

b. Tap the word To. On the Recipient List screen, **enter or look up the recipient address**.

c. **Attach the file** to include with the forwarded message.

Done

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Synchronizing e-mail on your handheld with e-mail on your computer

WINDOWS ONLY

To manage your e-mail on your computer as well as on your handheld, you can synchronize an e-mail account on the handheld with an e-mail application on the desktop. You can use many popular e-mail applications, called clients, such as Microsoft Outlook, Eudora, Lotus Notes, Outlook Express, or any other e-mail clients that use MAPI.

[!] IMPORTANT You must have a Windows computer to synchronize e-mail on your handheld with e-mail on your computer. On a Windows computer, the VersaMail conduit is installed automatically when you install Palm® Desktop software.

To synchronize e-mail for a given account, you must do the following:

- Set up the e-mail account on your handheld with the correct settings.
- Enable synchronization on your computer.
- Select the synchronization options for the e-mail account.

Setting up an account

When you **set up the e-mail account on your handheld**, note the following on the Account Setup screen for each e-mail application or connection type:

Microsoft Exchange account Select IMAP in the Protocol pick list.

Lotus Notes If you want to synchronize to a local mail file instead of a server mail file, select POP in the Protocol pick list. If you are synchronizing your corporate e-mail and your corporate mail server does not use IMAP, select POP. If neither of the above is true, select IMAP.

Tip
If you are synchronizing an account with Microsoft Outlook or Outlook Express on your computer, you must also **set Outlook or Outlook Express as your default e-mail program**.

Tip
If you intend both to synchronize e-mail on your handheld with e-mail on your computer and to send and receive e-mail messages wirelessly from your handheld for a given account, leave the Synchronize Only Account check box deselected on the Account Setup screen.

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DIrect connection to Internet (POP) mail server Select the correct protocol in the Protocol pick list. Most e-mail providers use the POP protocol, although some, notably CompuServe and .Mac, use the IMAP protocol. Be sure to leave the Synchronize Only Account check box deselected; otherwise, you cannot send or receive e-mail for this account wirelessly from your handheld.

Direct connection to IMAP mail server Select IMAP in the Protocol pick list. Be sure to leave the Synchronize Only Account check box deselected; otherwise, you cannot send or receive e-mail for this account wirelessly from your handheld.

Enabling synchronization on your computer

1

Open the VersaMail conduit configuration screen:

a. Click the HotSync Manager icon on the taskbar in the lower-right corner of your computer screen.

b. Select Custom.

c. Select VersaMail from the list, and then click Change.

↘ Continued

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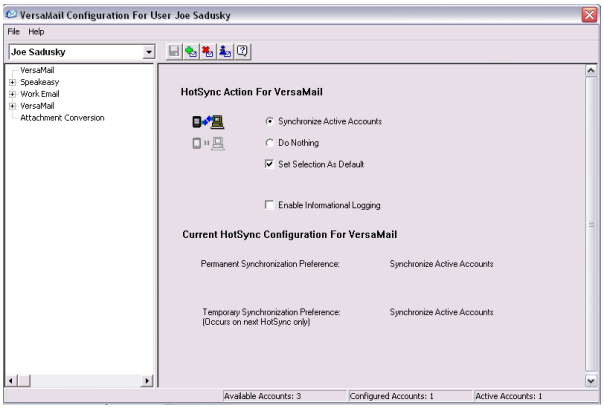
Did You Know?
An active account is an account you've **set up for synchronization**.

Tip
Select the check box Enable Informational Logging if you want the **HotSync log** to record information, such as errors encountered, about the conduit during synchronization.

2 Select Synchronize Active Accounts.



3 **[&] OPTIONAL** If you want to include active e-mail accounts every time you synchronize, select the check box Set Selection As Default. Otherwise, active accounts are included only the next time you synchronize

Done **Your computer is now set up to synchronize e-mail. Use the next procedure to set options for each e-mail account you want to synchronize.**

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Setting synchronization options for your e-mail account

Tip
Read the Setup Notes box for helpful setup information or error messages.

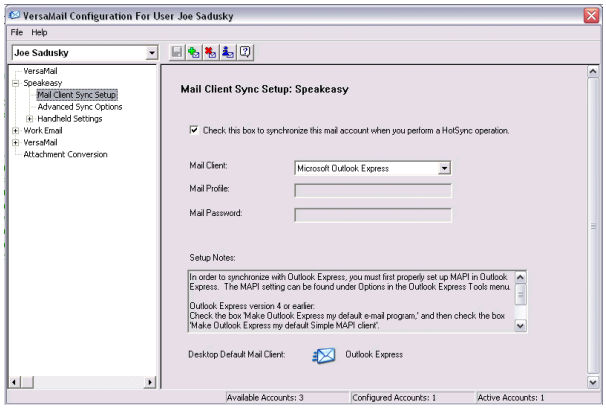
Tip
You can **set advanced synchronization options** such as how many days' worth of messages to synchronize, downloading attachments, and synchronizing e-mail folders.

1

Open the synchronization options screen:

a. On the VersaMail Configuration For User screen, click the plus sign to the left of the account you want to configure.

b. Under the account name, click Mail Client Sync Setup.


VersaMail Configuration For User Joe Sadusky
File Help
Joe Sadusky
VersaMail
Speakeasy
Mail Client Sync Setup
Advanced Sync Options
Handheld Settings
Work Email
VersaMail
Attachment Conversion
Mail Client Sync Setup: Speakeasy
Check this box to synchronize this mail account when you perform a HotSync operation.
Mail Client:
Microsoft Outlook Express
Mail Profile:
Mail Password:
Setup Notes:
In order to synchronize with Outlook Express, you must first properly set up MAPI in Outlook Express. The MAPI setting can be found under Options in the Outlook Express Tools menu.
Outlook Express version 4 or earlier:
Check the box 'Make Outlook Express my default e-mail program,' and then check the box 'Make Outlook Express my default Simple MAPI client'.
Desktop Default Mail Client:
Outlook Express
Available Accounts: 3
Configured Accounts: 1
Active Accounts: 1

↘ Continued

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2 Select synchronization options:

a. Select the check box to synchronize this account when you perform a HotSync operation.

[!] **IMPORTANT** **You must select this check box; otherwise, the account cannot be synchronized.**

b. Select your **mail client synchronization options**.

3 Confirm and save selections:

a. **Verify that the settings for this account on your handheld are correct**.

b. Click Save on the toolbar to save the settings for this account.

Done

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Setting mail client synchronization options

Select the mail client to use for synchronization based on the type of account, mail client, or connection you use. Use the following criteria to determine which client to select.

NOTE The mail client you select in the pick list may not be the one you use on your computer. For example, depending on your account, you might use Microsoft Outlook as the mail client on your computer, but need to select Microsoft Exchange or Direct IMAP from the list.

Microsoft Exchange account on your handheld with Microsoft Outlook on your computer If you selected the Synchronize Only Account check box when you set up the account on your handheld, select Microsoft Exchange in the Mail Client pick list. Otherwise, select Direct IMAP.

If the Mail Profile field displays only one profile, do nothing. If the field displays a pick list, click the list and select your Exchange server profile.

Tap the Mail Password box and enter your Outlook password. This might be your Windows login password or a different password.

Any account other than a Microsoft Exchange account on your handheld with Microsoft Outlook or Outlook Express on your computer If you selected the Synchronize Only Account check box when you set up the account on your handheld, select Microsoft Outlook or Microsoft Outlook Express in the Mail Client pick list, depending on your mail client.

Also select Microsoft Outlook or Microsoft Outlook Express if you did not select the check box and your e-mail account uses the POP protocol. If you did not select the check box, and your e-mail account uses the IMAP protocol, select Direct IMAP.

Any account with Lotus Notes If you selected POP from the Protocol pick list when you set up the account on your handheld, select Lotus Notes in the Mail Client pick list. If you selected IMAP from the Protocol pick list when you set up the account on your handheld, select Direct IMAP.

In the next two fields, enter your Lotus Notes ID and password. Click Browse if you need to locate your Notes ID.

Tip
If you select Direct IMAP for Lotus Notes synchronization, you must be connected to the Internet during synchronization; otherwise, it will fail. If you will not be connected to the Internet during synchronization, select POP from the Protocol pick list and select Lotus Notes from the Mail Client pick list.

Tip
If you are synchronizing with an account with Microsoft Outlook or Outlook Express on your computer, you must also **set Outlook or Outlook Express as your default e-mail program**.

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Tip
The conduit does not support **SSL** for accounts set up as DIrect POP or Direct IMAP.

If you want to synchronize to a local mail file instead of a server mail file, select the Synchronize to local (replicated) mail file check box. You must do all of the following to synchronize to a local mail file:

- Replicate the server mail file to the desktop.
- Make sure the replicated mail file is in the Notes data directory.
- If you have performed a custom Notes installation and have replicated the server mail file to another directory on your desktop, make sure that it is the path found in the notes.ini file.

Any account with Eudora on your computer If you are using Eudora as your e-mail application, you must set up MAPI in Eudora. Select Options from the Eudora Tool menu, and then do one of the following:

- If Eudora is the only e-mail application that you use, select Always as the MAPI setting.
- If you use more than one e-mail application, select When Eudora is running as the MAPI setting.

Make sure that your username and password are set up correctly within Eudora. This information is needed to log in to Eudora to retrieve and synchronize your e-mail.

Eudora must be running for you to synchronize. The VersaMail application synchronizes with your Dominant Personality in Eudora 5.1 or later.

Internet-based account on your handheld with your Internet mail server In the Mail Client pick list, select Direct POP to server.

Any account with your IMAP mail server In the Mail Client pick list, select Direct IMAP to server.

Other e-mail applications Select Microsoft Exchange 5.0 or later as a choice for the Mail Client option if your e-mail application is compatible with extended MAPI. If your e-mail application is compatible with SMAPI, select Microsoft Outlook Express as a choice for the Mail Client option.

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Setting Microsoft Outlook or Outlook Express as your default e-mail program

To synchronize Microsoft Outlook 97/98/2000/XP with a VersaMail e-mail account, you must set Microsoft Outlook as the default e-mail handler. You must check your username and password.

Tip
Make sure your username and password are set up correctly within Outlook or Outlook Express.

Tip
You can also make Outlook Express the default e-mail handler within the e-mail application. From the Tools menu, select Options. Click the General tab, and then click Make Default.

1

On your computer, open the Internet Options screen:

a. Click Start, navigate to Settings, and click Control Panel.

b. In the Control Panel, click Internet Options.

NOTE For Windows XP, click Network and Internet Connections, and then click Internet Options.

2

Set the default e-mail program:

a. Click the Programs tab.

b. Select Microsoft Outlook or Outlook Express as the default e-mail program.

c. Click OK.

Done

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Setting advanced e-mail synchronization options

For each e-mail account you set up on your handheld, you can set options for synchronizing e-mail on your handheld with e-mail on your computer. You can also synchronize e-mail folders on your handheld with folders on your computer.

1

On your computer, open the VersaMail configuration screen:

a. Click the HotSync Manager icon on the taskbar in the lower-right corner of your computer screen.

b. Select Custom.

c. Select VersaMail from the list, and then click Change.

2

Enter the advanced synchronization options:

a. On the VersaMail Configuration For User screen, click the plus sign to the left of the account you want.

b. Under the account name, click Advanced Sync Options.

c. Enter the synchronization options you want:

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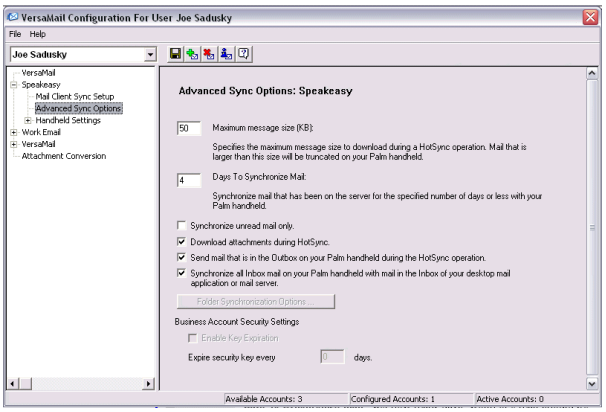
VersaMail Configuration For User Joe Sadusky
File Help
Joe Sadusky
VersaMail
Speakeasy
Mail Client Sync Setup
Advanced Sync Options
Handheld Settings
Work Email
VersaMail
Attachment Conversion
Advanced Sync Options: Speakeasy
50
Maximum message size (KB):
Specifies the maximum message size to download during a HotSync operation. Mail that is larger than this size will be truncated on your Palm handheld.
4
Days To Synchronize Mail:
Synchronize mail that has been on the server for the specified number of days or less with your Palm handheld.
Synchronize unread mail only.
Download attachments during HotSync.
Send mail that is in the Outbox on your Palm handheld during the HotSync operation.
Synchronize all Inbox mail on your Palm handheld with mail in the Inbox of your desktop mail application or mail server.
Folder Synchronization Options...
Business Account Security Settings
Enable Key Expiration
Expire security key every
0
days.
Available Accounts: 3
Configured Accounts: 1
Active Accounts: 0

Maximum message size (KB) Enter the maximum message size that can be synchronized from your computer to your handheld—from 1 to 5000KB. The smaller the maximum size, the faster the synchronization, but any messages over that size are cut. On the other hand, choosing a larger size means that more messages can be completely synchronized without being cut, but synchronization takes longer.

↘ Continued

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Did You Know?
You can synchronize your Outbox, Sent, Trash, and any other folders you create.

Cont'd.

Days To Synchronize Mail Set how many days' worth of e-mail should be synchronized. Select 0 to synchronize all e-mail in the Inbox during the next synchronization. Select another number if you want to synchronize e-mail for today and some days before today. For example, if you enter 2, e-mail is synchronized for today and yesterday; if you enter 3, e-mail is synchronized for today, yesterday, and the day before; and so on. If you select 0, you may get very long synchronization times. If you select a low number such as 1 or 2, not all of your messages may be synchronized. We recommend selecting 5 days.

Synchronize unread mail only Select whether to synchronize all e-mail between your computer and your handheld, or unread e-mail only. By default, the check box is deselected, meaning that all e-mail is synchronized.

Download attachments Select whether to download attachments during synchronization. By default, the check box is selected; if you deselect it, only the body text of any message containing an attachment is downloaded to your handheld during synchronization.

Send e-mail from Outbox Select the check box to send any e-mail in the handheld's Outbox the next time you synchronize.

Synchronize incoming e-mail Select the check box to synchronize e-mail in your handheld's Inbox with the mail client on your computer during the next synchronization. If this check box is deselected, you can only synchronize e-mail from your computer to your handheld, not the other way around.

↘ Continued

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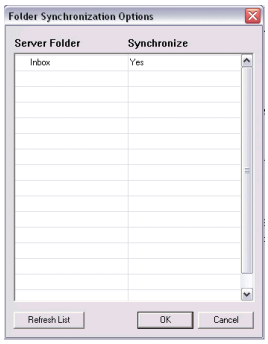
3

[&] OPTIONAL You can synchronize e-mail folders. This means that any changes you make to a folder on your handheld—for example, moving or deleting messages—are automatically updated in the mail client on your computer, and vice versa.



a. Click Folder Synchronization Options.

b. Click the name of the folder you want.

c. Click the Synchronize column to the right of the folder name.

d. Click the arrow to open the drop-down list, and then click Yes.

e. Click OK.

4

Click Save on the toolbar to save the settings for this account.

Done

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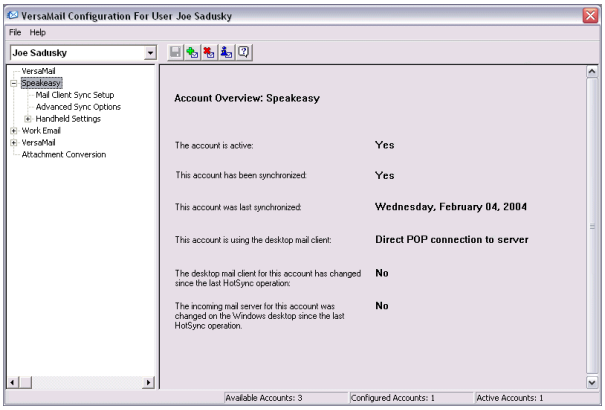
Account information screens

Two screens in the VersaMail conduit provide summary information on your accounts:

Account Overview The Account Overview screen indicates whether the account is active; whether the account has been synchronized and, if so, the last synchronization date; the mail client for this account; and whether the mail client and/or the incoming mail server has been changed since the last synchronization.

To view the Account Overview screen, click the selected account name.



Handheld Settings Overview The Handheld Settings Overview screen lists the server protocol, display name, e-mail address, incoming and outgoing mail server addresses, and whether APOP or ESMTP authentication is required.

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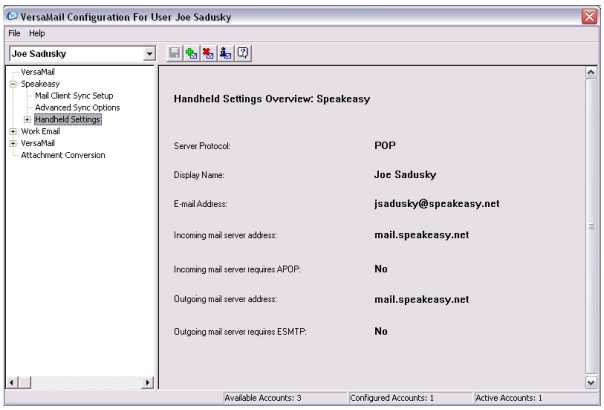
To view the Handheld Settings Overview screen, under the selected account name, click Handheld Settings.



VersaMail conduit shortcuts

You can use the icons in the toolbar to perform certain tasks quickly, such as saving account configuration settings.

Save account settings. Saves any changes you make to an account.

Add a new account. You are prompted to enter the account name and protocol.

Delete an account. You are prompted to select the account to delete from a drop-down list.

Quick account reference. Lists all accounts and shows whether they are active and the date they were last synchronized.

Help. Displays the Help window with complete online help.

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Verifying handheld account settings before synchronizing accounts

After you set up an e-mail account on your handheld and enter the synchronization options in the conduit, you can use the Handheld Settings screens in the conduit to make sure that the settings for this account are correct on your handheld. If any settings are not correct, you can update them directly in the conduit.

[!] IMPORTANT If you change any information on the Handheld Settings screens, you must change it on your handheld also.

1

On your computer, open the VersaMail configuration screen:

a. Click the HotSync Manager icon on the taskbar in the lower-right corner of your computer screen.

b. Select Custom.

c. Select VersaMail from the list, and then click Change.

2

Check handheld settings:

a. On the VersaMail Configuration For User screen, click the plus sign to the left of the account whose settings you want to check.

b. Under the account name, click the plus sign to the left of Handheld Settings, and then click Account Information.

c. Make sure that the information that appears on the screen is correct for this account. Edit any information that is not correct.

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Tip
If you set up an account on your handheld as **synchronize only**, you do not need to check the server settings for this account.

3

Check server settings:

a. If you plan to send and receive e-mail wirelessly from your handheld, under the account name, click Server Settings.

b. Make sure that the information that appears on the screen is correct for this account. Edit any information that is not correct. Note the following:

- If you want to synchronize e-mail for an account that requires APOP authentication, select the option to use APOP on your handheld.
- If you want to synchronize e-mail for an account that requires ESMTP authentication (for example, Yahoo accounts require ESMTP authentication), select the option to use ESMTP on your handheld.

4

Click Save on the toolbar to save the settings for this account.

NOTE Any mail filters you create for an e-mail account on your handheld also apply during synchronization. For example, if you set filters to accept only e-mail containing the subject words "Current Software Project," only those messages are synchronized. Be sure to turn mail filters off if you want to synchronize all messages on your computer with messages on your handheld.

Done

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Excluding one or more accounts during synchronization

By default, the HotSync Manager is set to synchronize all accounts you configure in the conduit each time you synchronize. You can choose to exclude a specific account from synchronization, or to exclude all e-mail accounts.

To exclude a specific account Deselect the check box Select this check box to synchronize this e-mail account when you perform a HotSync operation on the VersaMail configuration screen.

To exclude all e-mail accounts from synchronization Click the HotSync Manager icon in the taskbar in the lower-right corner of your computer screen, select Custom, select VersaMail, and then click Change. Select Do Nothing.

Synchronizing an account

After you set **basic** and **advanced** synchronization options, **verify the account information** on your handheld, and **exclude any accounts**, if desired, you can **synchronize your handheld with your computer.**

Synchronizing multiple accounts

You can include more than one account when synchronizing. The maximum number of accounts you can synchronize is as follows:

- 1 Simple MAPI account (for example, an account set up using Outlook Express or Eudora)
- 1 Extended MAPI account (for example, an account set up using Outlook)
- 1 Lotus Notes account
- 5 combined direct POP or direct IMAP accounts

If you try to synchronize more than the limit for a particular type of account, an alert prompts you to deactivate any accounts over the allowed number.

Tip
Select Set Selection As Default to apply the options you selected each subsequent time you synchronize. Otherwise, the settings apply only the next time you synchronize.

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Using SSL with the conduit

When you set up an e-mail account, you can choose to use a secure connection (**Secure Socket Layer**, or SSL) for sending and receiving e-mail messages. The VersaMail conduit supports SSL when synchronizing with an e-mail account only if that account uses Outlook, Outlook Express, or Eudora.

The conduit does not support SSL for accounts set up as direct POP or direct IMAP or for Microsoft Exchange or Lotus Notes accounts.

Advanced VersaMail application features

You can choose from among the following features to customize and optimize your experience using the VersaMail application:

- Setting preferences for getting, sending, and deleting e-mail
- Updating a contact directly from an e-mail message
- Creating and using filters to determine the types of e-mail messages that get downloaded to your handheld
- Managing settings for incoming and outgoing mail
- Adding APOP to an account
- Setting advanced account preferences
- Changing e-mail header details
- Backing up mail databases
- Synchronizing IMAP mail folders wirelessly
- Working with root folders
- Using Secure Socket Layer (SSL)

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Setting preferences for getting, sending, and deleting e-mail

Tip
Because mailboxes on the server usually have size restrictions, it is a good idea to delete messages on the server regularly.

1

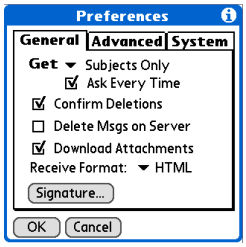
Open the VersaMail Preferences:

a. In the Inbox or on another folder screen, **open the menus**.

b. Select Options, and then select Preferences.

2

Select preferences:



Get Select whether to get message subjects only or entire messages.

Ask Every Time Displays a dialog box for choosing subjects only or entire messages each time you retrieve e-mail. If it is deselected, messages are retrieved according to the option you select in the Get pick list.

Confirm Deletions Displays a confirmation dialog before deleting e-mail.

Delete Msgs on Server If this is selected, messages that you delete on your handheld are automatically deleted on the server. If it is deselected, you are asked each time you delete messages on your handheld whether you want to also delete them on the server.

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Cont'd.

Download Attachments Causes files attached to e-mail to be automatically downloaded to your handheld. Attachments that exceed the maximum message size cannot be downloaded.

Receive Format Lets you retrieve messages in HTML or plain text format. If you choose HTML, any messages sent to you in HTML format are displayed with basic HTML formatting intact. Other messages are displayed as plain text. If you choose Plain Text, all messages are displayed as plain text, regardless of the format in which they were sent. Default setting is HTML.

Signature Enables you to **attach a default signature** to all your outgoing messages.

Done

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Adding or updating a contact directly from a message

You can add an e-mail address in Contacts directly from the body of a received e-mail message.

Tip
You can also update an existing Contacts record with a new e-mail address, or create a second Contacts record for a name that has an existing record. The procedure is the same as for adding a new Contacts record. If you select Add to Contacts from the body of an e-mail message and a record already exists for the recipient name, you are prompted either to update the e-mail address for the recipient or to create a new record for the recipient.

1

Open the Add Contact dialog box:

a. Open the message you want.

b. On the message screen, **open the menus** .

c. Select Options, and then select Add to Contacts.

2

[&] OPTIONAL If a Display Name exists for this Contacts record, the dialog box displays the name in the Last name and First name fields.

If the Last name and First name fields are blank, enter the first and last name associated with the "From" e-mail address.

3

Tap OK to add the e-mail address to Contacts, and then tap OK in the confirmation dialog box.

Done

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Creating and using filters

Filters provide efficient ways to manage e-mail retrieval and storage. When you tap Get Mail or Get & Send, filters determine which e-mail messages are downloaded to your handheld and in which folder the downloaded messages are stored.

Tip
Create a filter, for example, so that whenever you receive e-mail about sales meetings, it goes immediately into a folder you create called Sales. Or create a filter so that stock quotes sent to you by your online brokerage service go to a folder you create called Finance.

[!] IMPORTANT **If you create a filter, only messages that meet the filter criteria are downloaded to your handheld. You don't see any other messages that have been sent to you, even in your Inbox. To avoid this, you must set up two filters. For example, suppose you create a filter to have all messages with "onlinebroker" in the From field moved to your Finance folder. You must then create a second filter specifying that all mail NOT containing "onlinebroker" in the From field should be moved to the Inbox (or other folder you designate). If you don't create this second filter, only messages containing "onlinebroker" in the From field are downloaded to your handheld.**

1 Go to the Home screen and select VersaMail.

2 Open the Filters dialog box:

a. In the Inbox or on another folder screen, **open the menus**.

b. Select Options, and then select Filters.

c. Select New.

↘ Continued

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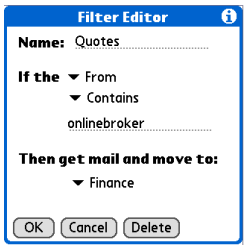
Did You Know?
Filters you create on your handheld also apply when you synchronize e-mail on your handheld with e-mail on your computer.

3 Enter the filter information:



a. Enter a short description of the filter in the Name field.

b. Enter filter criteria.

To pick list Select the message header field with the information contained in the edit line: To, From, Subject, cc, Size.
For example, you might select From to download only messages from a particular sender.

Contains pick list Select a filter action: Contains, Starts with, Does NOT Contain.

Edit line Enter the text that must be found in the header field. For example, if you want to sort e-mail with the subject Sales, enter "Sales." If you enter more than one criteria, separate each with a comma—for example, Sales, New York.

Then get mail and move to pick list Select the folder or mailbox into which you want your filtered e-mail to go. You can also create a new folder for storing the incoming e-mail. Tap Edit Folders, and then create a new folder or delete or rename existing ones.

c. Tap OK. The filter appears in the Filters list.

Done

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Turning filters on and off

A filter that is turned on applies to all subsequent downloads of e-mail until you deselect it. More than one filter can be in effect at once. Before you download e-mail, be sure to turn on the filters you want and turn off those you don't want.

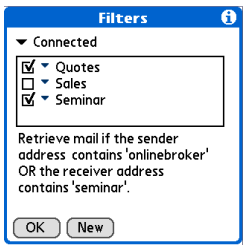
Tip
Filters that are turned on execute in the order in which they appear on the Filters list. Move filters up and down the list to ensure that they execute in the correct order by tapping the pick list to the left of the filter name.

Tip
If you don't want a filter to apply to any downloads at all, be sure to deselect the filter under both Connected and Synchronize.

1 Open the Filters dialog box:

a. In the Inbox or on another folder screen, **open the menus** .

b. Select Options, and then select Filters. The Filters dialog box appears with the filters you created.



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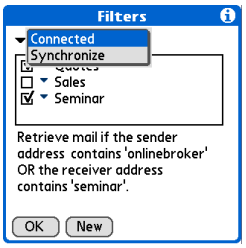
2 Turn filters on or off:

a. Tap the pick list in the upper-left corner and select one of the following:



Connected Applies a filter to messages downloaded to your handheld over a network connection.

Synchronize Applies a filter to messages downloaded to your handheld when you **synchronize**.

b. Select or deselect the filter check boxes to select the filters you do and don't want to use for subsequent e-mail transactions.

c. Select OK.

Done

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Editing or deleting a filter

Tip
Edit a filter to change either its name or any of its criteria.

1 Select the folder to edit or delete:

a. In the Inbox or on another folder screen, **open the menus**.

b. Select Options, and then select Filters.

c. Select the name of the filter.

2 Do one of the following:

Edit Revise your entry in the Name field, your selections in the pick lists, and/or the text in the edit line. Select OK.

Delete Select Delete, select Yes to confirm the deletion, and then select OK.

3 Tap OK.

Done

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Managing settings for incoming and outgoing mail

You can configure advanced mail settings such as server information, incoming and outgoing mail server options, and more, for each e-mail account.

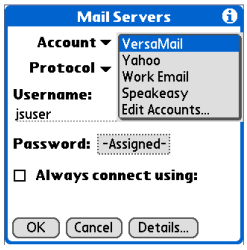
1 Select the account whose settings you want to manage:

a. In the Inbox or on another folder screen, **open the menus** .

b. Select Options, and then select Mail Servers.

c. Tap the Account pick list, and then select Edit Accounts.

d. Select the name of the account whose settings you want to manage, and then select OK.



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Tip
Your username is typically the first part of your e-mail address, which appears before the @ symbol.

Did You Know?
The VersaMail application provides strong 128-bit AES encryption for your password.

Tip
Select a service for this account only if you want it to be different from the default service you use to connect to a network for your handheld.

2 On the Mail Servers screen, do any of the following:

Protocol Tap the Protocol pick list, and then tap POP or IMAP.

Username Enter a new username.

Password Tap the Password box, and enter a new password in the Password Entry dialog box.

Service for this account Select the Always connect using check box, tap the Service pick list, and then select the connection type you want.

↘ Continued

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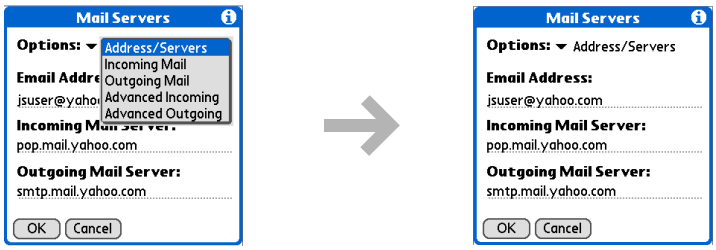
3

Manage address and server settings:

a. On the Mail Servers screen, tap Details.

b. Tap the Options pick list, and then select Address/Servers.



c. Do any of the following:

Email address Enter the e-mail address of the account you are accessing, such as examplename@yahoo.com.

Incoming mail server Enter the name of your incoming (POP) mail server, such as pop.mail.yahoo.com.

Outgoing mail server Enter the name of your outgoing (SMTP) mail server, such as smtp.mail.yahoo.com.

d. Select OK.

↘ Continued

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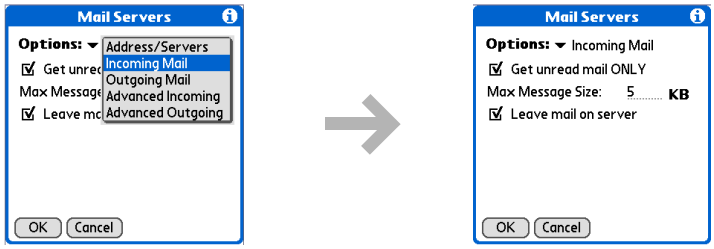
Did You Know?
The POP protocol does not support retrieval of unread mail only from the server. If you have a POP e-mail account, the VersaMail application downloads all messages from the server regardless of whether you have read them (for example, on your desktop or on the web), and regardless of whether this check box is selected.

4

Manage incoming mail server settings:

a. On the Mail Servers screen, tap Details.

b. Tap the Options pick list, and then select Incoming Mail.



c. Do any of the following:

Get unread mail ONLY For IMAP accounts, retrieves unread e-mail only. To get all e-mail and not just unread e-mail, deselect Get unread mail ONLY.

Maximum Message Size Enter the maximum message size that you can receive.

Leave mail on server (POP only) Leaves e-mail that you receive on the handheld on the server also.

d. Select OK.

Continued

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✱ **Tip**
Advanced incoming mail options are different depending on the connection type you selected and the server protocol—POP or IMAP.

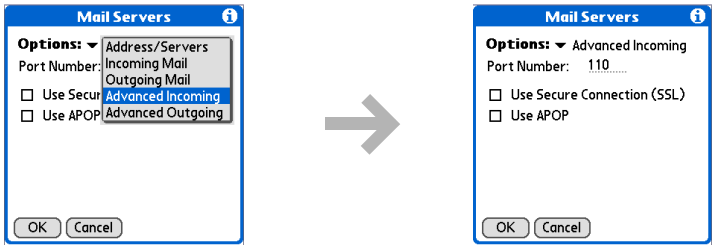
✱ **Tip**
The Deleted Mail and Sent Mail fields are case sensitive, and the folder name should be spelled exactly as it is on the server.

5

Manage advanced incoming mail server settings:

a. On the Mail Servers screen, tap Details.

b. Tap the Options pick list, and then select Advanced Incoming.



c. Do any of the following:

Port Number Usually 110 for POP and 143 for IMAP servers. If you are not sure about the correct port number, check with your mail server administrator.

Use Secure Connection To retrieve incoming mail over a secure (**Secure Socket Layer**, or SSL) connection, select the Use Secure Connection check box.

Use APOP (POP only) Encrypts your username and password when they travel over the network. Some services require APOP to work properly, while others do not work properly if APOP is used. If you aren't sure if your ISP or web e-mail provider supports APOP, check with your e-mail provider.

Root Folders (IMAP only) Defines the **root folder** on your IMAP server.

↘ **Continued**

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✱ Tip
If you are using the **VersaMail conduit** and have an IMAP account, you must configure the outgoing mail settings to send mail.

Cont'd.

Deleted Mail (IMAP only) Stores deleted e-mail in the folder you specify on the server.

Sent Mail (IMAP only) Shows the name of your Sent Mail folder on the server.

d. Select OK.

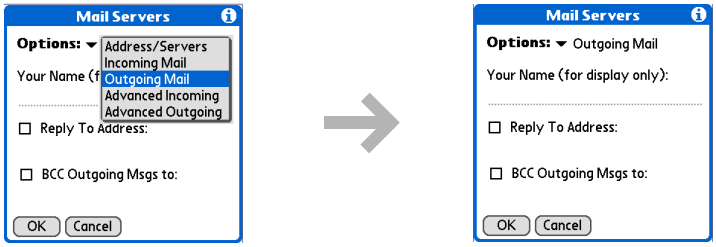
↘ Continued

6

Manage outgoing mail server (SMTP) settings:

a. On the Mail Servers screen, tap Details.

b. Tap the Options pick list, and then select Outgoing Mail.



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Cont'd.

c. Do any of the following:

Display Name Enter the name you want to appear on your outgoing messages, such as "Joe Smith."

Reply To Address Enter the e-mail address that you want recipients to see and reply to on your e-mail messages, only if it is different from the e-mail address from which you are sending the message. For example, if you are sending a message from me@yahoo.com but you want recipients to reply to me@earthlink.net, enter the reply-to address here. Reply To Address makes it look as if the e-mail came from the address you entered.

BCC Select the BCC check box to send a blind copy of any e-mail message you send to another e-mail address. The blind copy e-mail address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your desktop e-mail account, enter that e-mail address.

d. Select OK.

↘ Continued

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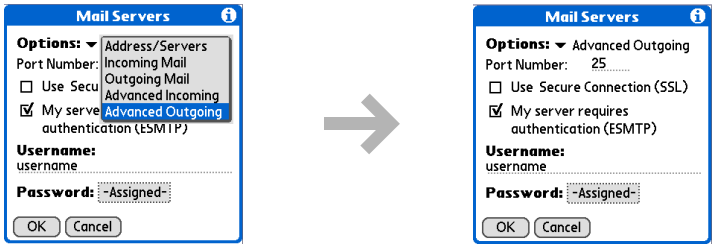
Tip
If you need to enter new authentication information, enter your username, tap the Password box, enter a password, and then select OK. Check with your e-mail service provider for authentication username and password information.

7

Manage advanced outgoing mail server (SMTP) settings:

a. On the Mail Servers screen, tap Details.

b. Tap the Options pick list, and then select Advanced Outgoing.



c. Do any of the following:

Port Number The default is 25, the port number most SMTP servers use. If you are not sure about the correct port number, check with your mail server administrator.

Use Secure Connection To send outgoing mail over a secure (**Secure Socket Layer**, or SSL) connection, select the Use Secure Connection check box.

↘ Continued

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Cont'd.

My server requires authentication (ESMTP) Select this check box if the outgoing server (SMTP) requires ESMTP authentication. Check with your system administrator before selecting this option. If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered previously. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password.

d. Select OK twice.

Done

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Adding APOP to an account

To encrypt your username and password when they travel over the network, some services require APOP to work properly, while others do not work properly if APOP is used. APOP works only with accounts that use the POP protocol.

Tip
If you aren't sure if your ISP or web e-mail provider supports APOP, check with your e-mail provider.

1 Select the account to which you want to add APOP:

a. In the Inbox or on another folder screen, **open the menus** .

b. Select Options, and then select Mail Servers.

c. Tap the Account pick list, and then select Edit Accounts.

d. Select the name of the account, and then select OK.

2 Add APOP:

a. On the Mail Servers screen, select Details.

b. Tap the Options pick list, and then select Advanced Incoming.

c. Select the Use APOP check box, and then select OK.

3 Select OK.

Done

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Setting advanced account preferences

Tip
Any advanced preferences you set are account-specific; they apply only to the account you are currently in.

1

Open the Advanced Preferences screen:

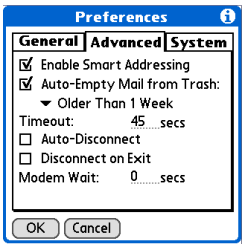
a. In the Inbox or on another folder screen, **open the menus**.

b. Select Options, and then select Preferences.

c. Select the Advanced tab.

2

Select any of the following preferences:



Enable Smart Addressing Displays a list of addresses that match the letters you enter in the To field. You can select the address you want from the list.

Auto-Empty Mail from Trash Determines how often e-mail messages in the trash are automatically deleted.

Timeout Sets the number of seconds to try to connect before timing out. To change, tap the Timeout field and enter a new value.

↘ Continued

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Tip
The default Timeout setting is 45 seconds. It can be any number greater than 0 seconds; however, if you set the number too low, your connection attempt may time out before you make a connection with the e-mail service provider.

Cont'd.

Auto-Disconnect Automatically disconnects your remote connections after each command. Each command you perform initiates a new call to your ISP. This setting is not recommended if you plan to perform multiple e-mail transactions in a short amount of time.

Disconnect on Exit Disconnects from the network only after you leave the VersaMail application. This feature is an alternative to Auto-Disconnect. This option keeps your connection active while you perform multiple transactions in the VersaMail application, but automatically disconnects when you move on to a different application on your handheld. If this option is not selected, you must manually disconnect from your ISP.

Modem Wait Displays the number of seconds that the modem uses to initialize itself. If you have a modem, tap and enter a number of seconds for the wait. The typical setting for a wireless modem is 3, and the typical setting for most normal modems is 0.

Done

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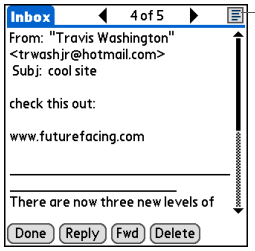
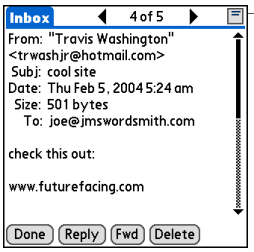
Changing e-mail header details

When viewing a message in any folder, you can change the view of the message header. The e-mail header options are as follows:

- Short header: Shows sender's name or address (From field) and subject line (Subj field).



- Full header: Shows the following:
  - Sender's name or e-mail address (From field)
  - Subject line (Subj field)
  - Date message was composed, sent, or received (Date field)
  - Size of message including any attachments (Size field)
  - Recipient's name or e-mail address (To field)



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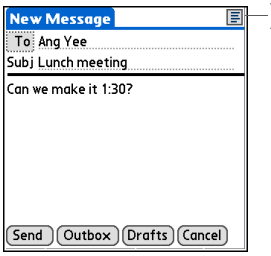
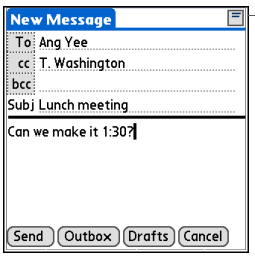
You can also switch between a short header and a full header for a message you are composing. Short header shows the To and Subject fields only; full header shows the To, cc:, bcc:, and Subject fields.



Tap to switch to full header



Tap to switch to short header

To switch between short and full headers on either a folder screen or a message screen, tap the header icon in the upper-right corner of the screen.

Backing up mail databases

If you want to make sure you have a backup copy of all your e-mail, you can back up all the e-mail databases from the handheld. This is useful if you download messages directly from a mail server to your handheld. The backup copy is stored in the Backup folder on your computer.

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Tip
In most cases your e-mail is on your server, so you do not need to back up your e-mail database from your handheld.

Tip
Deselect the Backup ALL Databases check box to make **synchronizing** go faster.

By default, your handheld is set to back up mail databases.

1 Open the System Preferences screen:

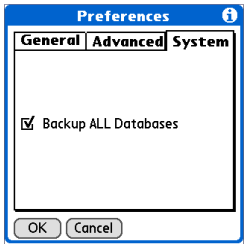
a. In the Inbox or on another folder screen, **open the menus**.

b. Select Options, and then select Preferences.

c. Select the System tab.

2 Select the Backup ALL Databases check box, and then select OK.

Done



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Did You Know?
You can synchronize folders whose names are up to 16 characters in length. You can synchronize up to 11 custom folders you create, in addition to the default folders Inbox, Outbox, Drafts, Sent, and Trash.

Tip
If you have a folder on your handheld that matches a folder on the mail server, you do not need to do anything before synchronizing wirelessly.

Synchronizing IMAP mail folders wirelessly

If you create an IMAP folder in an account on your handheld that matches a folder on the mail server, you can wirelessly synchronize e-mail messages that you move into or out of the IMAP folder, or delete in the folder.

When you synchronize a folder, any e-mail messages in the selected folder on the mail server are downloaded to the same folder on your handheld. Any messages moved out of the selected folder on your handheld or deleted on your handheld are moved or deleted in the folder on the mail server.

Prerequisites for wireless IMAP folder synchronization

Depending on how you have set up IMAP folders on your handheld and/or the mail server, you may have to do some steps before you can wirelessly synchronize e-mail messages between your handheld and the server, as follows:

- If you need to create a folder on both your handheld and the server, **create the folder** on your handheld and select the Also create on server check box.
- If there is a folder on the mail server but you need to **create it on your handheld**, you do not need to select the Also create on server check box.

You can turn folder synchronization on or off during a Get Mail operation, and set synchronization options from a menu.

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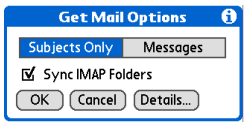
Turning IMAP folder synchronization on or off

1. From within an IMAP e-mail account, tap Get Mail.
2. Select or deselect the Sync IMAP Folders check box, and then select OK.



Done

Synchronizing handheld/mail server IMAP folders from the Options menu

+ Did You Know?
After you select the folders to synchronize, a connection is made to your e-mail service provider to update the server with changes from your handheld, and to have your handheld updated with changes from the server.

1. Open the Sync IMAP Folders screen:
   a. In the Inbox or on another folder screen of an IMAP account, **open the menus** .
   b. Select Options, and then select Sync IMAP Folders.
2. Select the folder or folders you want to synchronize from the pick list.

Done

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Working with root folders

For IMAP accounts, if you want to synchronize e-mail messages on your handheld with messages on the mail server folder, you need to **enter the root folder** for the account on your handheld. Depending on your e-mail provider, the root folder could be a single folder, or it could be a subfolder of the Inbox. If this is the case, you need to enter "inbox.<foldername>" as the root folder.

Check with your e-mail provider to find out the root folder for your IMAP account.

Using Secure Socket Layer (SSL)

Secure Socket Layer (SSL) is a protocol designed to ensure that data you send or receive over a network or the Internet is secure and authentic. The VersaMail application uses SSL to help guarantee the secure transmission of e-mail messages that you send or receive. When you set up an account in the VersaMail application, you are given the option of selecting SSL for incoming and outgoing mail.

[!] IMPORTANT For most e-mail providers that support SSL, you must select SSL for both incoming and outgoing mail. If you select just one or the other, your messages cannot be sent or received successfully.

Keep the following in mind regarding SSL:

- If you set up an account that uses an SSL connection on Outlook, Outlook Express, or Eudora, then SSL is supported in the VersaMail conduit when you **synchronize** with that account as well.
- You cannot use **auto get mail with notification** or **scheduled sending retry** of e-mail with accounts that use an SSL connection.

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Support
If you're having problems with the VersaMail application or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Getting Around	Using the Graffiti® 2 command stroke in e-mail messages
Entering Info	Cutting, copying, and pasting text from an e-mail message
Synchronizing	Downloading e-mail messages from your computer to your handheld
Connecting	Setting up a phone connection for sending and receiving e-mail wirelessly
Customizing	Setting preferences for connecting to a network
Common Questions	Answers to frequently asked questions about the VersaMail application

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CHAPTER 19

Sending and Receiving Text and Multimedia Messages

In this chapter

Creating and sending messages

Viewing a text message

Responding to a text message

Saving a phone number to Contacts

Setting options for text and multimedia messages

If you need to get a short message to a friend or coworker fast, send a text message from your handheld via your mobile phone (GSM phone required; sold separately) to their mobile phone. Messaging is a popular way for people to stay connected using the text and media messaging features of their mobile phone. And if you need more than text alone to express yourself, use multimedia messaging to give your message multisensory impact by adding an image, photo, or sound file.

Benefits of Messages

- Enjoy quick communication
- Use text messaging to chat with friends
- Be as simple or as creative as you want

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Creating and sending messages

Messages has many of the features that a full e-mail application has, such as text message and multimedia message creation. You can quickly create a message by entering text, common phrases, emoticons, and images. Creating messages on your handheld is much easier and more creative than using your mobile phone.

[!] **Before You Begin**
You must **set up a phone connection** on your handheld to send and receive information wirelessly.

» Key Term
SMS Acronym for Short Message Service. More commonly known as text messages, SMS messages can be received by most mobile phones.

» Key Term
emoticon A representation of a facial expression, such as a smile :-) or frown :-(, created by a sequence of characters.

Creating and sending a text message

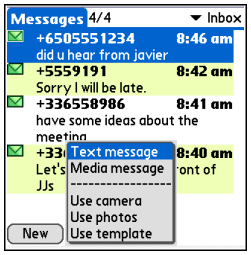
[!] **IMPORTANT Many SMS service providers charge per text message or part of a text message. Each message or part is 160 characters. If you create a text message under 161 characters, you are charged for one message. If you create a message that is 161 to 320 characters, you may be charged for two messages, and so forth. A counter appears at the top of the page to indicate the number of characters and messages. Even though a message has more than 160 characters, the message appears as one message to the person receiving the message.**

1 Go to the Home screen and select Messages .

2 Open a blank text message:

a. Select New

b. Select Text Message.



↘ Continued

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Tip
Do you still need to add something to a message? Save the message in your drafts folder and finish it later. **Open the menus**, select Message, and then select Save as Draft. When you want to work on it again, select the categories pick list in the upper right corner and select Drafts.

Did You Know?
You can also quickly send a common phrase as a text message by selecting Phrases and selecting a phrase.

Tip
Did you create a text message, but now you want to add a photo? You can easily change from a text message to a multimedia message without losing anything you have written. **Open the menus**, select Message, select Add Media, and then select Convert.

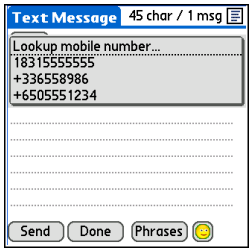
3

Enter the recipient's address using one of the following methods:

Saved number list Select To and select the recipient's number if it appears on the list.

Lookup If the number does not appear on the list, select Lookup mobile number and select the name, number, or e-mail address from the screen.

Enter directly Enter a number on the To line.



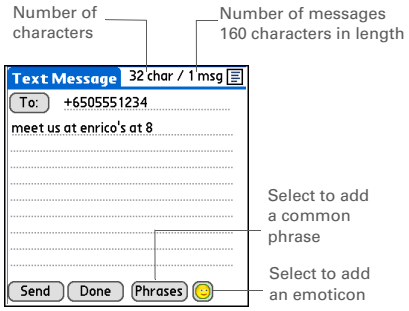
4

Compose and send the message:

a. In the Subject line, enter the text of your message.

b. Select Send.

Done



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Creating and sending a multimedia message

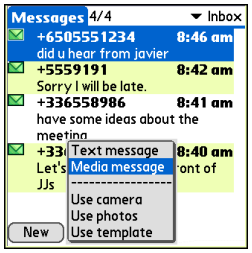
» **Key Term**
MMS Acronym for Multimedia Messaging Service. An application for sending short multimedia messages between mobile phones or handhelds. MMS is a new format that is now supported by most wireless carriers.

1 Go to the Home screen and select Messages .

2 Open a new multimedia message:

a. Select New.

b. Select Media Message.



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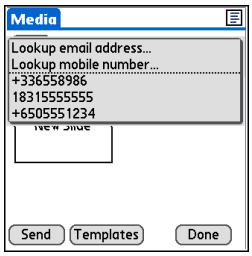
Did You Know?
You can send your multimedia message to an e-mail address. The e-mail message appears as a text message with multimedia attachments.

3 Enter the recipient's address using one of the following methods:

Saved number list Select To and select the recipient's number if it appears on the list.

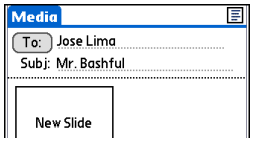
Lookup If the number does not appear on the list, select one of the Lookup options and select the name, number, or e-mail address from the screen.

Enter directly Enter in a number on the To line.



4 In the Subject line, enter the subject of your message.

↘ Continued



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Tip

Did you create a great message that you would like to use again? Save the message as a template. **Open the menus**, select Message, and then select Save as template. Give you template a name and select OK. You can save your message as a template even after you have sent it.

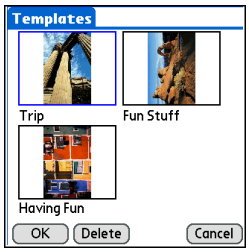
5

[&] OPTIONAL Use a template that came with your handheld or a template that you created:

a. Select Template.

b. Select a template, and then select Done.

↘ **Continued**



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Tip
You can also use the pencil tool to draw on a photo you attach. Send your own graffiti art! Did you get a little too creative? Erase your graffiti art without affecting the photo.

6

[&] OPTIONAL Create an image:

a. Select New Slide.

b. Use the tools on the left of the screen to create your image.

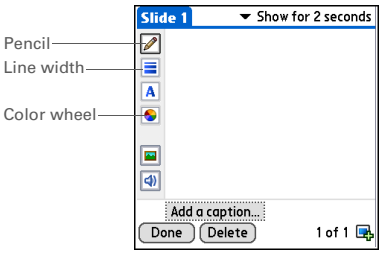
Pencil Draw the image you want on the blank slide.

Line tool Choose the pencil's line style.

Color wheel Choose the pencil's color.

c. Select Done.

Continued



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Tip
Did you just get engaged to get married? Let your parents and friends know immediately. Snap a picture using the handheld's camera, add it to your multimedia message, and send it out. All your special moments can be shared quickly with others.

7 **[&] OPTIONAL** Add a photo:

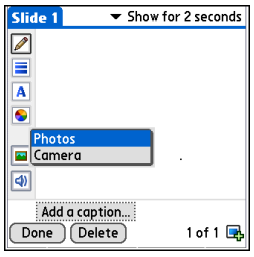
a. From the toolbar on the left of the screen, choose the photos tool .

b. Add a picture by selecting one of the following:

Photos Select the photo you want from **palmOne™ Media**.

Camera Take the photo you want using the built-in **camera**.

c. Select Done.



8 **[&] OPTIONAL** Add a sound file:

a. From the toolbar on the left of the screen, choose the audio tool .

b. Select the file you want.

c. Select Done.

↘ Continued

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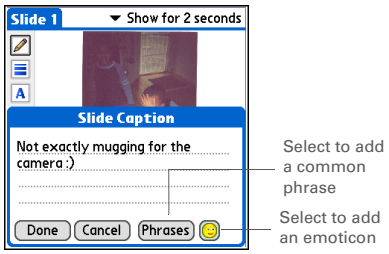
Tip

Do you still need to add something to a message? Save the message in your drafts folder and finish it later. **Open the menus**, select Message, and then select Save as Draft. When you want to work on it again, select the categories pick list in the upper-right corner and select Drafts.

9 **[&] OPTIONAL** Add text to your message:

a. Select Add a caption.

b. Enter the text, tap Done, and then select Done.



10 **[&] OPTIONAL** Add more slides to your message:

a. Tap the Plus icon .

b. Add text, images, or other features to the message.

c. Tap the Show for pick list and select the time you want each slide to show before moving to the next slide.

11 Select Send.

Done

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Requesting a receipt for sent text messages

Did You Know?
Wondering if your text message was received? Requesting a receipt assures you that your message got through.

1 Go to the Home screen and select Messages.

2 Open the Advanced Settings dialog box:

a. **Open the menus**.

b. Select Options, and then select Advanced Settings.

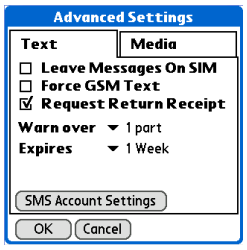
3 Set request setting:

a. Select Text.

b. Select the Request Return Receipt check box.

c. Tap OK.

Done



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Setting delivery options for a multimedia messages

Tip
Want to send out a message for a future special occasion? You can set the Earliest Delivery option to send a message at a specific date.

1. Go to the Home screen and select Messages.
2. **Create a multimedia message**.
3. Open the Message Settings dialog box:
   a. **Open the menus**.
   b. Select Options, and then select Message Options.

Continued

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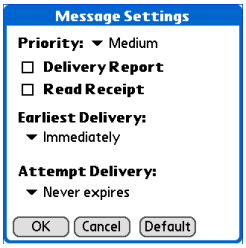
4 Set the delivery options:



Priority Set the message flag to Low, Medium, or High.

Delivery Report Choose whether you want a delivery report sent back to you.

Earliest Delivery: Choose whether you want the message sent immediately or at a later date.

Attempt delivery Choose whether to keep attempting delivery or set an end date.

5 Select OK.

Done

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Adding a signature to a message

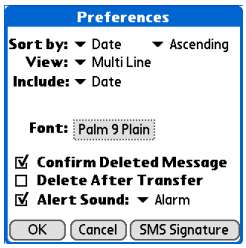
Tip
You want people to know who sent the message, but you don't want to write a signature for each message. Automatically attaching a signature makes it easy for you. Be creative.

1 Go to the Home screen and select Messages.

2 Open the Preferences dialog box:

a. **Open the menus**.

b. Select Options, and then select Preferences.



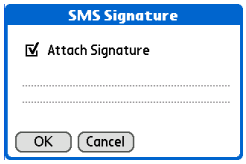
3 Create a signature:

a. Select SMS signature.

b. Select the Attach Signature check box.

c. Enter a signature, and then select OK twice.

Done



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Viewing a text message

Did You Know?
Depending on your service provider, your mobile phone may receive and send multimedia messages and text messages. You can create and send both text and multimedia messages on your handheld, but you can view only text messages on your handheld.

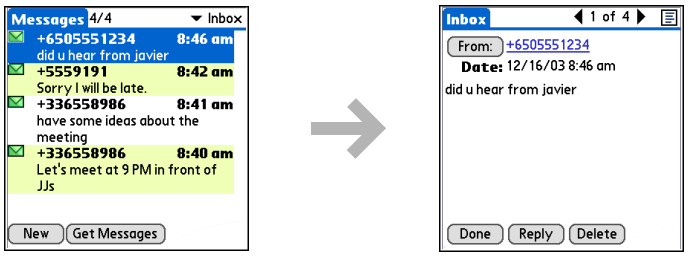
Tip
You can **reply to** or **forward** a message after you open it.

1 Go to the Home screen and select Messages.

2 Select Get to retrieve text messages from your mobile phone.

3 Read a message:

a. Select the message to open it.



b. Read the message, and then select Done.

Done

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Responding to a text message

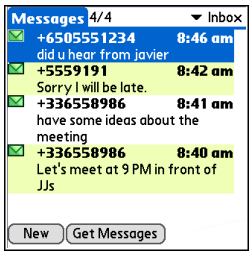
You can respond to messages by replying, forwarding, or saving the message.

Replying to a text message

1 Go to the Home screen and select Messages.

2 Select Get to retrieve messages from your mobile phone.

3 Select the message to open it.



↘ Continued

Tip
Even though you can receive only text messages, you can convert your reply into a **multimedia message**. **Open the menus**, select Message, select Add media, and then select convert.

Tip
If you don't need to read the message, you can tap the letter icon to the left of a message in the Inbox to open the reply options pop-up menu, and then select the type of reply message you want from the list.

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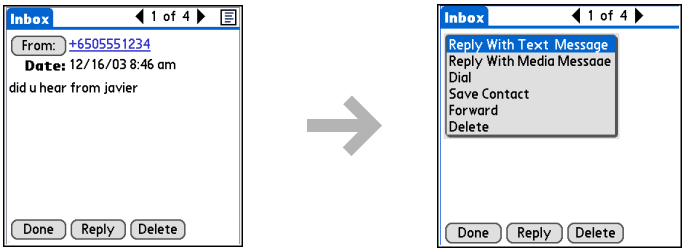
Tip
Simply select Reply at the bottom of the screen if you want to reply with the same type of message—for example, if you are replying to a text message with a text message.

4 Select a reply option:

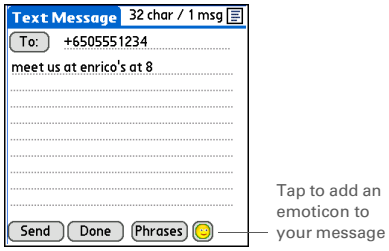
a. Select From.



b. Select one of the two reply options.

5 Enter text message or **media message**, and then select Send.

Done



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Forwarding a message

Tip
Even though you can receive only text messages, you can convert your forwarded message into a **multimedia message**. **Open the menus**, select Message, select Add media, and then select Convert.

1 Go to the Home screen and select Messages.

2 Select Get to retrieve messages from your mobile phone.

3 Select the message to open it.

4 Tap From and select Forward.

↘ Continued

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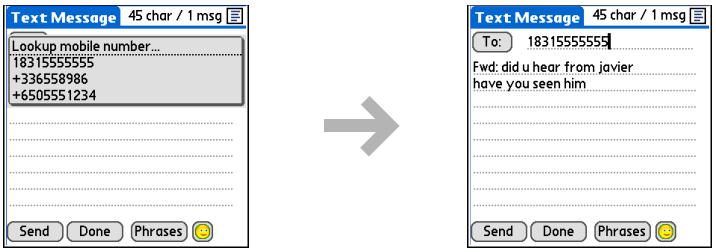
5 Enter the recipient's address using one of the following methods:

Saved number list Select To and select the recipient's number if it appears on the list.

Lookup If the number does not appear on the list, select Lookup mobile number and select the name, number, or e-mail address from the screen.

Enter directly Enter a number on the To line.



6 Enter text message or **media message**, and then select Send.

Done

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Saving a phone number to Contacts

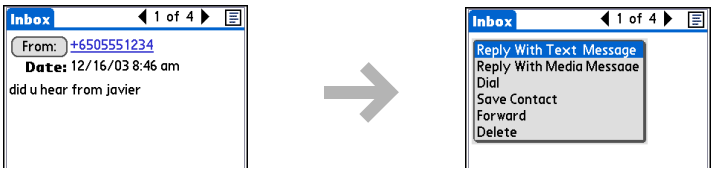
1 Go to the Home screen and select Messages.

2 Select Get to retrieve messages from your mobile phone.

3 Select the message to open it.

4 Open the Add Contact dialog box:

a. Select From.



b. Select Save Contact.

Continued

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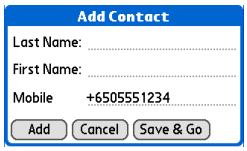
5 Create the new contact:



a. Enter the contact information.

b. Select one of the options

Add Adds the contact to your **Contact list** and the number appears in your mobile number list.

Save & Go Adds the contact to your **Contact list** and the number appears in your mobile number list. This selection allows you to put the contact in a Contacts category, and then opens Contacts at the new contact. You can add or modify the contact information.

Done

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Setting options for text and multimedia messages

You can set how you want your messages displayed and how you want messages deleted.

Changing the List view and display

1 Go to the Home screen and select Messages.

2 Open the Preferences dialog box:

a. **Open the menus**.

b. Select Options, and then select Preferences.

↘ Continued

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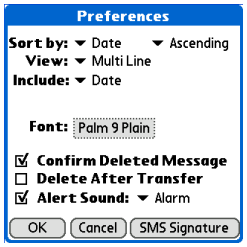
3 Set your list view preferences:



Sort by Select how you want your messages sorted. Choices are message type; alphabetical using To/From; alphabetical by message; by date; by size; or is it read or unread. You can also Select whether the list is ascending or descending.

View Choose Single Line to view each message on a single line. This limits the amount of information shown, but you can view more messages in your list. Choose Multi Line to see the messages with more information.

Include In the list, include either the date, the size of the message, or neither.

Fonts Select the font type, the size, and the style, such as plain or bold.

4 Select OK

Done

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Setting how messages are deleted

1. Go to the Home screen and select Messages.

2. Open the Preferences dialog box:

   a. **Open the menus**.

   a. Select Options, and then select Preferences.

3. Set your delete preferences by tapping the check box:

   Confirm Deleted Message Choose whether a confirmation message appears each time you delete a message or you select the Empty Trash option from the Message menu. To display confirmation messages, select this check box.

   Delete After Transfer Choose whether data messages are deleted after you transfer the data to the appropriate application. To keep data messages after you transfer them to the application, deselect this check box.

4. Select OK.

Done

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Setting how your receive text messages

1	Go to the Home screen and select Messages.
2	Open the Advanced Settings dialog box: a. **Open the menus**. b. Select Options, and then select Advanced Settings.

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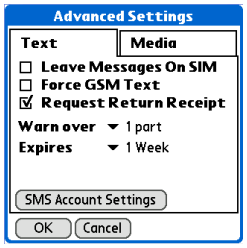
3

Set how you receive text messages:

a. Tap Text (SMS).

b. Set the following options:



Leave Messages on SIM Normally messages are deleted from your mobile phone's memory module (SIM) after you download them to your handheld. To keep messages on your phone's SIM after you transfer them to your handheld, select this check box.

Force GSM text Some service providers support only GSM text. Change this setting only under the direction of your service provider.

Warn over Determines whether you receive a warning when multipart messages exceed the specified number of parts. Many SMS service providers charge per 160 character part. Select from the following options: 1 part, 3 parts, 5 parts, 10 parts, 50 parts, and Never warn.

Expires Determines how long unsent messages remain at the message center of your service provider. If the messages are not delivered to the recipient within the time limit, the messages are deleted. Select from the following options: 4 Hours, 1 Day, 1 Week, 2 Weeks, 1 Month, and Max. Time.

4

Select OK

Done

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[!] **Before You Begin**
Under normal circumstances, you should not change these settings. Incorrect values can cause the Messages application to stop working with your mobile phone. Change these settings only under the direction of your service provider. These settings change the message center address where you pick up and send messages.

Changing your service account settings

1 Go to the Home screen and select Messages.

2 Open the Advanced Settings dialog box:

a. **Open the menus**.

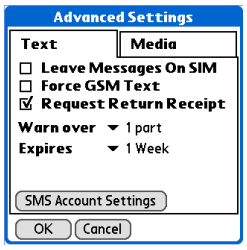
b. Select Options, and then select Advanced Settings.

3 Set your SMS account settings:

a. Tap Text.

b. Tap SMS Account Settings.

c. Enter your settings and select OK.



4 Select OK.

Done

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Support
If you're having problems with Messages or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving Around	• Opening applications • Using menus
Categories	Organizing messages by arranging them into categories and sorting them
Privacy	Keeping messages private by turning on security options
Sharing	• Exchanging messages with other palmOne™ handheld users by beaming them • Sending messages to other Bluetooth® devices by using Bluetooth technology on your handheld
Connecting	Setting up a phone connection using the Bluetooth technology on your handheld to send and receive messages wirelessly

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CHAPTER 20

Browsing the Web

In this chapter

Accessing a web page

Quickly jumping to a page

Changing how you view a page

Bookmarking your favorite pages

Disconnecting from and connecting to the Internet

Downloading files and pages

Communicating with other users

Returning to a web page you recently visited

Changing your home and start pages

Setting advanced browser options

You use the web for so many things: checking e-mail, finding driving directions, getting news, buying gifts. Now you can take the web with you almost anywhere you go. Use your handheld to make an Internet connection through your mobile phone, and palmOne™ Web Pro opens the entire web to you.

Benefits of Web Pro

- Carry the web with you
- View web pages in handheld-friendly format
- Store pages for offline viewing

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Accessing a web page

You can open web pages, navigate the pages, and do the things you can with a desktop browser.

[!] **Before You Begin**
To browse the web, you must **set up a connection to the Internet** from your handheld.

» **Key Term**
URL Stands for "uniform resource locator," the technical name for a web address. For example, the URL for Palm is www.palmone.com.

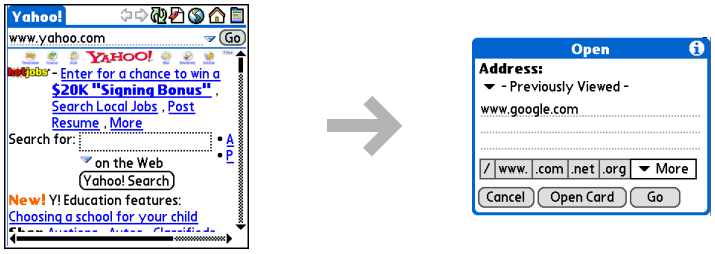
✱ **Tip**
You can also use Web Pro to upload photos and videos you take with the camera from your handheld to a web site you choose.

Accessing a web page using the action bar

1 Go to the Home screen and select Web Pro .

2 Go to the web page you want to view:

a. Select Open URL .



b. Enter the address of the web page you want to visit. Use the buttons in the Open URL dialog box for quick entry of characters commonly used in web addresses. If Web Pro recognizes the address that you are entering due to a previous entry, it automatically completes the address.

c. Select Go.

Done

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Accessing a web page using the address field

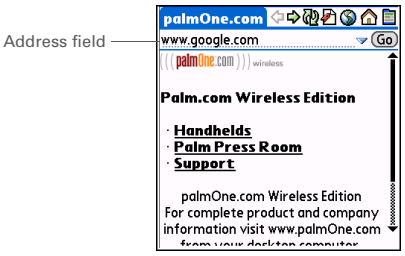
1 Go to the Home screen and select Web Pro .

2 Go to the web page you want to view:

a. Enter the address of the web page in the address field.

b. Select Go.

Done



Tip
You can also hide the address field to show more of the web page. **Open the menus**, select Options, and then select Display Options. Select the Hide address field check box.

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Using a password to access a web page

Some web sites require you to use a password to gain access to information.

Did You Know?
When you enter the password, each letter appears as you are typing it, but as soon as you move to the next character, the first one becomes an asterisk. This ensures privacy.

Tip
Some web sites allow you to select a check box to have your sign-in name automatically entered each time you visit a particular web page.

1 Go to the Home screen and select Web Pro .

2 **Go to the web page** where you must enter the password.

3 Enter your password to access the web page:

a. Enter your sign-in name in the appropriate field.

b. Tap in the password box, enter your password, and then tap OK.

c. Tap the button that lets you view the page (Sign In, Enter, Go, and so on).

Done

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Finding information on a web page

Did You Know?
Find locates any text, whether it is letters or numbers. Find is not case-sensitive.

Tip
Because of the limited space on the handheld screen, sometimes the current web address (URL) is not fully visible. Use the Web Page Info dialog box to view the full URL. **Open the menus**, Select Page, and then select Page Info.

1 Go to the Home screen and select Web Pro .

2 Open the Find field:

a. **Go to the web page** you want to search.

b. **Open the menus** .

c. Select Page, and then select Find on Page.

3 Search the web page:

a. Type the text you want to find.

b. Tap Next repeatedly until you find the information that you are searching for.

Done

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Quickly jumping to a page

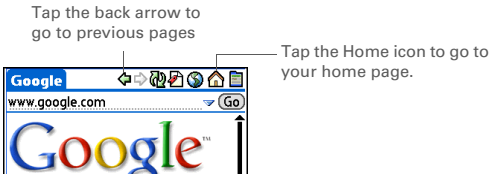
The action bar icons allow you to quickly move from page to page.

Following a link

Many web pages contain underlined links, which are text or pictures that, when clicked, take you to another web page or to another part of the same page.

Returning to your home page or a page you recently visited

No matter where you navigate on the Internet, you can always return to your home page quickly or return to a page you have recently visited.



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Changing how you view a page

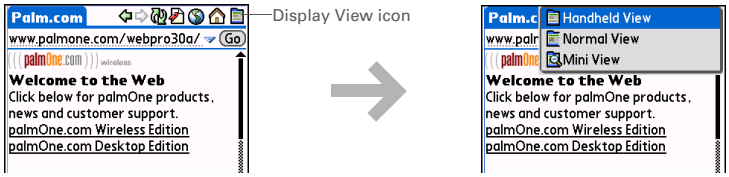
You can change how you view web pages by selecting different display views and dragging the screen to view different parts.

Tip
You can **change your font size** for easier viewing.

1 Go to the Home screen and select Web Pro .

2 **Go to the web page** you want to search.

3 Tap the Display View icon in the action bar.



Continued

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4

Select from one of the following views:

Handheld View Displays a modified version of the web page so that it is optimized for handheld viewing.

Normal View Displays the web page as it would appear in a desktop computer web browser.

Mini View Shrinks the web page so that it appears completely within the handheld screen while maintaining the same aspect ratio of the page as in Normal view.

5

[&] OPTIONAL Use Full Screen mode to view a page without the action bar and address line:

a. **Open the menus** .

b. Select Options and then select Full Screen.

NOTE Tap the square icon in the upper-right corner to exit Full Screen view.

Tap to exit Full Screen view

Continued

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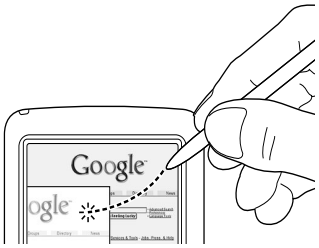
6

[&] OPTIONAL If the web page is larger than your screen, you can tap and drag the stylus to move the web page in any direction to view different parts of the web page.

This feature is disabled when you turn on **Writing Area Preferences** and use the full screen for Graffiti 2 writing.

Done



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Bookmarking your favorite pages

Bookmarking your favorite web pages allows you to quickly return to those pages.

» **Key Term**
Bookmark A pointer to a web page. The actual page is not stored, only the URL. Also called a Favorite in some browsers.

✱ **Tip**
You can set your bookmark list as your **start page**.

Adding a bookmark

1 Go to the Home screen and select Web Pro.

2 **Go to the web page** that you want to bookmark.

3 Open the Bookmark Page dialog box:

a. **Open the menus**.

b. Select Page, and then select Add Bookmark.

4 **[&] OPTIONAL** Change the bookmark name, URL, or category.

5 Select Save.

Done

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Viewing a bookmarked page

Tip
You can also view your list of bookmarks by selecting View Bookmarks from the Page menu.

1 Go to the Home screen and select Web Pro .

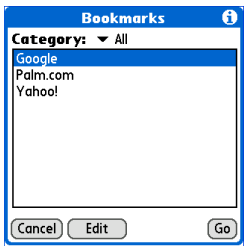
2 Tap the Bookmark icon .

3 View the page:

a. Select the name of the bookmarked page you want to visit.

b. Select Go.

Done



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Editing information about a bookmark

Tip
You can clean up your bookmark list by deleting old bookmarks you no longer use. Select the bookmark, select Edit, and then select Delete.

1 Go to the Home screen and select Web Pro .

2 Tap the Bookmark icon .

3 Edit a bookmark:

a. Select the name of the bookmarked page that you want to edit.

b. Select Edit, and then select Details.

c. Change the bookmark name, category, or address (URL) by selecting the appropriate option.

4 Select Save.

Done

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Disconnecting from and connecting to the Internet

While you're working with stored information in Web Pro, such as saved pages, stored versions of pages, and so forth, you can disconnect from the Internet to reduce usage charges. You can connect to the Internet again when you need access.

Disconnecting from the Internet

Did You Know?
Generally, if you are using GPRS service, you are charged only for the data sent. If you are using a GSM service, you are charged for the time you are connected.

Tip
If you are in another application, you can tap a URL and Web Pro connects to the Internet and displays the page. Web Pro can also open when you click a supported file type (GIF, JPG, or HTML) that you receive as an e-mail attachment.

1 Go to the Home screen and select Web Pro .

2 Disconnect from the Internet:

a. **Open the menus** .

b. Select Page, and then select Disconnect.

Done

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Connecting to the Internet

Tip

If the connection is not established, do one of the following:

Tap Cancel to stop the connection process.

Tap Change Network to select a different service to connect to.

1 Go to the Home screen and select Web Pro

2 Connect to the Internet:

a. **Open the menus**.

b. Select Page, and then select Connect.

Alternately, you can also enter a URL on the address line and tap Go.

Done

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Downloading files and pages

You can download files or save files for viewing when you are not connected to the Internet.

Did You Know?
You can download any type of file to an expansion card, regardless of whether an application to open that type of file exists on your handheld. You can then copy that file to your desktop computer to read.

Tip
If you decide that the download process is taking too long, you can stop it. To stop a web page from downloading, select the Stop icon in the Web Pro action bar. To stop a file from downloading select Cancel in the Download dialog box.

Downloading a file

Web Pro can download a file as long as your handheld has an application that can open the file in its original format. For example, your handheld contains Documents To Go, which lets you open Microsoft Word documents without needing to convert them—therefore, you can download Microsoft Word files with Web Pro.

1. Go to the Home screen and select Web Pro .
2. **Go to the web page** you want to view.
3. Select the link of the file you want to download.
4. **[&] OPTIONAL** To download a file to an expansion card, select the check box.
5. Select Save, and then select OK.

   Done

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Saving a web page

If you want to save a web page (such as a travel itinerary or Internet order receipt) indefinitely, you can create a saved page. The copy is stored on the handheld until you delete it.

Did You Know?
Web Pro also functions as a viewer, enabling you to quickly view certain files while working in other applications. For example, if you read an e-mail message that has a file attached in HTML format, tap the file and Web Pro opens so that you can view the file.

Tip
Saving a web page on your handheld allows you to view a web page without being online.

6 Go to the Home screen and select Web Pro.

1 **Go to the web page** you want to save.

2 Go to the Save Page dialog box:

a. **Open the menus**.

b. Select Page, and then select Save Page.

3 Save the web page:

a. Change the page name or category if you want.

b. Select Save.

Done

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Viewing a saved page

Did You Know?
When you view your saved pages, remember that you are viewing a *copy* of the actual page. You do not have to be online to view a saved page.

Tip
You can edit information about a saved page from the Saved Pages dialog box. Select the name of a saved page and then select Edit.

1 Go to the Home screen and select Web Pro .

2 Open the Save Pages dialog box:

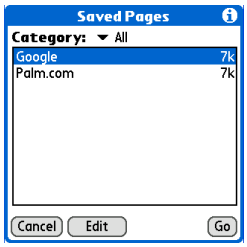
a. **Open the menus** .

b. Select Page, and then select View Saved Pages.

3 Open a saved page:

a. Select the name of the saved page you want to open.

b. Select Go.



Done

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Viewing a saved file on an expansion card

You can use Web Pro to view web pages or image files that are on an expansion card. The types of file that can be viewed include HTML, HTM, GIF, and JPG.

Tip
You have an HTML file on your desktop computer that you want to carry with you. Download the file onto your expansion card and use Web Pro to view the page on your handheld.

1 Go to the Home screen and select Web Pro.

2 Open the Choose File dialog box:

a. **Open the menus**.

b. Select Page, and then select Open from Card.

NOTE The Open from Card option appears only when an expansion card is seated in the expansion card slot of your handheld.

3 View a file on an expansion card:

a. Tap the folder that contains the file, and then select the file.

b. Tap Open.

Done

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Communicating with other users

You can communicate with others via e-mail or beaming.

Sending e-mail using VersaMail

Some web pages include “mailto” links that allow you to easily contact someone for further information or to be added to their contact list.

[!] Before You Begin

Install the VersaMail™ software. Insert the CD and follow the onscreen instructions for installing extra software.

1	Go to the Home screen and select Web Pro .
2	**Go to the web page** you want to send an e-mail from.
3	Select a mail to link on the web page.
4	Compose your message in the VersaMail application.
5	Send or save the e-mail message.You are returned to Web Pro and to the web page you were viewing. **Done**

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Sending a web address via VersaMail

When you find a website that you want to share with others, you can send the web address in an e-mail to your friends.

Tip
You can also **beam** a web address to another Web Pro user.

1	Go to the Home screen and select Web Pro .
2	**Go to the web page** that you want to share with others.
3	Open the Send With dialog box: a. **Open the menus** . b. Select Page, and then select Send.
4	Select Email and then select OK to open the VersaMail application.
5	Compose your message in the VersaMail application.
6	Send or save the e-mail message.You are returned to Web Pro and to the web page you were viewing. **Done**

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Sending e-mail via an Internet e-mail account

You can use your Internet e-mail account to send an e-mail message and attachments.

Tip
Do you have a photo album on the Internet? You can upload your photos by entering your album web site and using the web site's upload feature to browse to the photos stored on your handheld or on your SD card.

1. Go to the Home screen and select Web Pro .
2. Log on to your Internet e-mail account:
   a. **Go to the web page** that allows you to log on to your e-mail account.
   b. Enter your username and password.
3. Compose your e-mail message.
4. **[&] OPTIONAL** You can add an attachment to the message by selecting the e-mail attachment feature and browsing to the application, database file, or media file stored on your handheld or on your SD card.
5. Send or save the e-mail message.

   Done

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Returning to a web page you recently visited

Using the **Back and Forward icons** to browse through the pages you recently visited, one page at a time, can be tedious. Instead, open the History list to go to a page you recently visited. The History list contains a record of the last 50 web pages you visited and is saved even when you exit Web Pro.

The recently visited web pages can either be cached pages or stored URLs. Cached pages are stored in cache memory and have a Cached icon next to the name in the list. These can be viewed off-line. Because cached pages are stored, the information may not be current. When you select to view a cached page, you are asked if you want to view the stored page or if you want to view the current page using the URL.

Only the URL is stored for the pages that don't have a cached icon, so you always go directly to the current page.

» **Key Term**
Cache A temporary storage of the most recently visited web pages.

✱ **Tip**
You can delete all pages saved in the History list by selecting Clear. Pages you've recently visited are still available in the cache, and you can visit those pages by using the Back and Forward icons.

✱ **Tip**
Create a **bookmark** to save the location or a **saved page** to save the content of a web page indefinitely.

1 Go to the Home screen and select Web Pro .

2 Open the History dialog box:

a. **Open the menus** .

b. Select Options, and then select History.

↘ **Continued**

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✱ **Tip**
You can also access the cached web pages by using the Back and Forward icons.

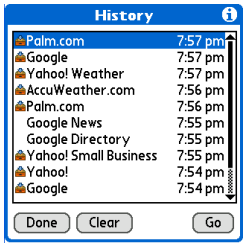
✱ **Tip**
You can **change the size and content of the cache**.

3

Go to the web page you recently visited:

a. If you selected a page next to the Cached icon, select Go and go to step 4.

b. If you selected a page that does not have a Cached icon, select Go. You are done.



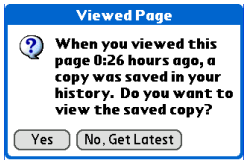
4

Select the content you want to view:

a. Select Yes to display the stored version of the page.

b. Select No, Get Latest to retrieve the live web page.

Done


Viewed Page
When you viewed this page 0:26 hours ago, a copy was saved in your history. Do you want to view the saved copy?
Yes
No, Get Latest

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Changing your home and start pages

You can change the page that your **Home Page** icon goes to or change the page that Web Pro starts with when it is first opened.

Changing your Home page

You can choose a Home page from any web address.

1 Go to the Home screen and select Web Pro .

2 Open the Default Preferences dialog box:

a. **Open the menus** .

b. Select Options, and then select Preferences.

c. Tap Default.

Continued

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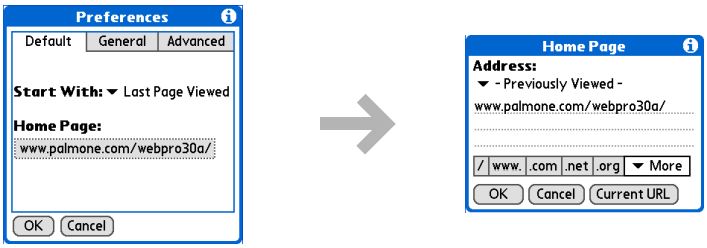
3 Tap the Home Page box.



4 Enter the URL you want as your Home page by performing one of the following:

- To make the page currently displayed your Home page, tap Current URL.
- To select one of the last five home pages you used as your Home page, tap the Previously Viewed pick list and select a URL.
- Enter a URL on the Address line.

5 Select OK.

Done

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Changing your start page

You can select the start page you want your handheld to open to when you first open Web Pro.

1 Go to the Home screen and select Web Pro .

2 Open the Default Preferences dialog box:

a. **Open the menus** .

b. Select Options, and then select Preferences.

c. Tap Default.

3 Tap the Start with pick list, and select the page you want to start with when you first open WebPro:

Home Page The page you have set as your Home page.

Last Page Viewed The last page you viewed before exiting Web Pro.

Blank Page Opens a blank page. Web Pro does not connect to the Internet.

Bookmarks Opens your Bookmarks dialog box. Web Pro does not connect to the Internet.

↘ Continued

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4 Select OK.

Done

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Setting advanced browser options

You can change options on your handheld to improve the speed, ease of use, and security of your browsing experience.

Changing how images are downloaded

[!] Before You Begin

If you are not using a proxy server, you can only select or deselect an option to view images. When you view images, they display at their best quality.

Images in web pages can be very large. If you are accessing the Internet by using a proxy server, you may be able to set options to make web pages download faster by reducing image quality or removing images altogether, or you may choose to download images so that they appear at their highest quality.

1 Go to the Home screen and select Web Pro .

2 Open the Display Options dialog box:

a. **Open the menus**.

b. Select Options, and then select Display Options.

↘ Continued

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3 Tap the Graphics pick list and select the quality you want for downloaded images:

No Images All web pages are downloaded without images. If, however, an image is already in the Web Pro cache, it appears on the page.

Low Quality Images are compressed and have a very low resolution. This makes downloading faster but results in reduced image quality.

Normal Quality Image quality is average. This is the best compromise between speed and image quality.

High Quality Image quality is better than average. This is the default setting.

Best Quality Images are downloaded at their highest quality. This may result in longer download times.

3 Select OK.

Done

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Setting whether to automatically complete web addresses and form fields

Your handheld can store information, such as web addresses and form fields. If autofill is enabled, when you enter the first few letters of a URL you've entered before in the URL Entry field, your handheld completes the URL for you. Also, when filling out forms and applications, your handheld can complete the information for you.

Tip
Filling out an order form or application on the web usually requires entering several pieces of information: your name, address, phone number, and so on. When you enable autofill, your handheld stores the information you entered in these fields. The next time you use that order form and type the first few letters in a field, your handheld remembers the last item you entered in that field that started with those letters, and fills in the field.

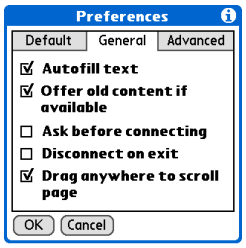
1 Go to the Home screen and select Web Pro .

2 Open the General Preferences dialog box:

a. **Open the menus**.

b. Select Options, and then select Preferences.

c. Tap General.



3 Select or deselect the Autofill text check box to enable or disable.

4 Select OK.

Done

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Changing link colors

You can change the colors that are used to display visited and unvisited links on the web pages you view. Changing link colors affects only sites that use default link colors.

1 Go to the Home screen and select Web Pro .

2 Open the Display Options dialog box:

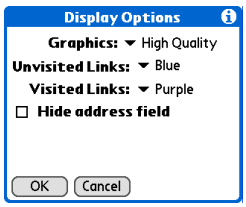
a. **Open the menus**.

b. Select Options, and then select Display Options.

3 Change the link colors:

a. Tap the Unvisited Links pick list and select the color you want to use for links you haven't visited.

b. Tap the Visited Links pick list and select the color you want to use for links you have visited.



1 Select OK.

Done

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Allowing web sites to remember personal information

By default, your handheld saves the cookies it receives. If you want more privacy, you can tell your handheld not to accept cookies.

» **Key Term**
Cookie Some web sites store information in a small text file, called a *cookie*, that is saved on your handheld. A cookie usually stores information about you and your preferences for that web site. A site can use this information to customize the pages you see the next time you visit. Allowing a web site to create a cookie does not give the site access to the rest of your handheld. A cookie stores only the information you provide while visiting the web site.

1. Go to the Home screen and select Web Pro .
2. Open the Advanced Preferences dialog box:
   a. **Open the menus** .
   b. Select Options, and then select Preferences.
   c. Tap Advanced.
3. Select or deselect the Accept cookies check box.
4. Select OK.

   Done

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Setting preferences for storing web pages

Your handheld stores web pages automatically in cache.

Key Term

Cache The cache in your handheld is a block of memory that stores web pages so you can view them again without accessing the Internet. Cached web pages are saved, thereby saving the content you've viewed even when you exit WebPro.

Tip

Remember that your handheld has a limited amount of memory. Choose a cache size that lets you store at least a few pages but still leaves room on your handheld for other data and applications. A value of at least 1,024KB is recommended.

1 Go to the Home screen and select Web Pro .

2 Open the Advanced Preferences dialog box:

a. **Open the menus** .

b. Select Options, and then select Preferences.

c. Tap Advanced.

Continued

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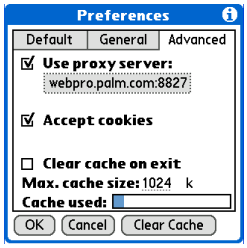
3 Change the size and content of the cache by using the following options:

Clear Cache Tap to clear the cache immediately.

Clear cache on exit Select the check box to clear the cache each time you exit Web Pro. Deselect the check box to keep the cache from session to session.

Max. cache size Tap to change the maximum cache size used to store web pages. The default size of the cache is 1,024KB and the maximum size is 9,999KB.



4 Tap OK.

Done

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Setting preferences for connecting to the Internet

[!] Before You Begin
By default, these options are disabled. If you have a faster or more permanent connection to the Internet, such as a wireless Ethernet attachment, the default settings should work for you.

+ Did You Know?
Because some wireless Internet service providers (ISPs) charge by the amount of data you download, your handheld is careful to limit how often it accesses the Internet. If you have a slower or more expensive Internet connection, you can set the Internet connection preferences to help reduce your access costs.

1 Go to the Home screen and select Web Pro .

2 Open the General Preferences dialog box:

a. **Open the menus** .

b. Select Options, and then select Preferences.

c. Tap General.

↘ Continued

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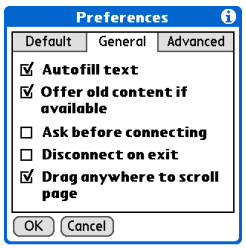
3 Set any of the following Internet connection preference options:



Offer old content if available Old pages from cache are displayed instead of new versions being retrieved from the Internet, even if the old pages are outdated. A dialog box is displayed informing you when the page you are viewing is old.

Ask before connecting You're notified each time before you access the Internet.

Disconnect on Exit Your handheld disconnects from the Internet when you exit Web Pro.

4 Select OK.

Done

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» Key Term
Proxy server A server that provides access to files from other servers by retrieving them either from its local cache or from the remote server.

✱ Tip
Use a proxy server to help you download web pages faster.

Setting preferences for using a proxy server

Your handheld comes with the proxy server turned on. You can turn the proxy server off, or configure some other proxy server.

1 Go to the Home screen and select Web Pro .

2 Open the Advanced Preferences dialog box:

a. **Open the menus** .

b. Select Options, and then select Preferences.

c. Tap Advanced.

↘ Continued

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3 Set your proxy server preferences:

a. Select or deselect the Use proxy server check box to use or not use a proxy server.

b. If you want to use a proxy server other than the default palmOne-hosted proxy server, tap the Use proxy server box and enter the appropriate server address and port number.

c. Select OK.

4 Select OK.

Done

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Support
If you're having problems with Web Pro or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving Around	• Opening applications • Using menus
Sharing	• Exchanging web pages with other palmOne™ handheld users by beaming them • Sending web pages to other Bluetooth® devices by using Bluetooth technology on your handheld
Connecting	Setting up a phone connection using the Bluetooth technology on your handheld to browse wirelessly
E-mail	Using e-mail with your browser

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CHAPTER 21

Dialing Phone Numbers from Your Handheld

In this chapter

Dialing a number

Using speed dial

You have been using **Quick Connect** in Contacts to set up client meetings and you now you are feeling hungry. You can quickly dial the local pizza parlor, even if their number is not in your Contacts list. Tap out the number on the Dialer keypad, tap Dial, and your mobile phone begins dialing. Your call history stays on your handheld for easy access later.

Benefits of Dialer

- An easy to use keypad on your handheld screen to dial numbers that are not in Contacts
- Keep your call history on your handheld
- Quickly dial numbers using speed dial

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Dialing a number

Tapping in a number on your handheld is sometimes easier than using your mobile phone.

[!] Before You Begin

Before you can dial a number, you must **set up a phone connection** on your handheld.

Entering a number

1 Go to the Home screen and select Dialer.

2 Tap the telephone number on the keypad.

Digits appear in the numeric display

Enter phone number and tap Dial

Tap Clear to delete last digit from numeric display. Tap and hold to clear entire numeric display

Tap and hold the 0 key to add a + (plus) to the number sequence

3 Tap Dial.

Done

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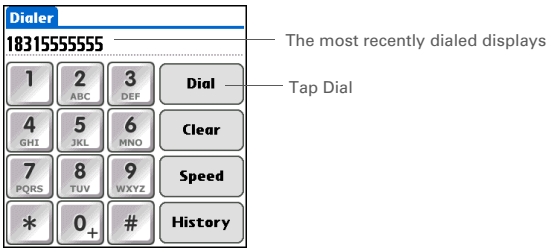
Redialing the most recently used number

1 Go to the Home screen and select Dialer.

2 Dial the most recently used number:

a. Tap Dial to display the most recently used number.



b. Tap Dial again to dial the number.

Done

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Dialing a number from the Call History List

Did You Know?
Palm Dialer keeps a list of 11 of the most recently dialed numbers.

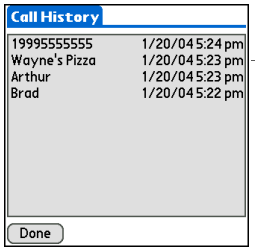
Did You Know?
If the number is a speed dial entry, the name from the speed dial entry appears in the Call History list.

1 Go to the Home screen and select Dialer.

2 Dial the number from the list:

a. Tap History.

b. Tap an entry from the History list.


Call History
19995555555 1/20/04 5:24 pm
Wayne's Pizza 1/20/04 5:23 pm
Arthur 1/20/04 5:23 pm
Brad 1/20/04 5:22 pm
Done
Tap entry to enter number on Dialer screen

c. Tap Dial.

Done

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Using speed dial

Speed Dial allows you to store ten of your most commonly used numbers and dial one with a single tap.

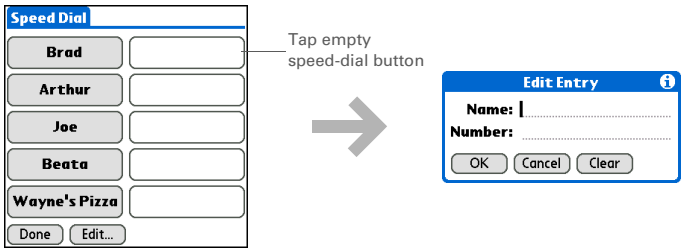
Adding a speed dial entry

1 Go to the Home screen and select Dialer.

2 Add a speed dial entry:

a. Tap Speed.

b. Tap an empty speed-dial button.



c. Enter a name and telephone number.

d. Tap OK.

Done

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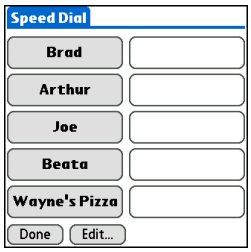
Dialing a number using speed dial

1 Go to the Home screen and select Dialer.

2 Dial the number:

a. Tap Speed.

b. Tap one of the named speed-dial buttons.



Done

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Editing a speed-dial entry

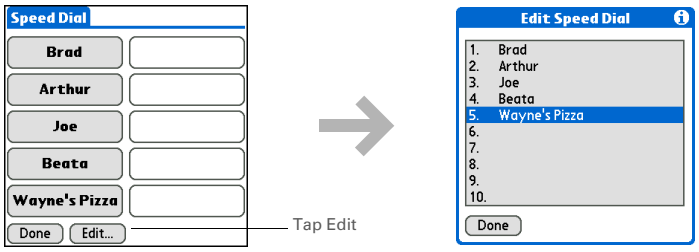
Tip
You can go directly to the Edit Entry dialog box by tapping and holding a speed-dial button.

1 Go to the Home screen and select Dialer (ICON).

2 Edit an entry:

a. Tap Speed.

b. Tap Edit.



c. Tap an entry.

d. Edit the entry.

e. Select OK, and then select Done.

Done

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Support
If you're having problems with Dialer or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving Around	Opening applications
Connecting	Connecting your handheld to a mobile phone.
Contacts	Using Quick Connect and Tap-to-Connect in Contacts to dial phone numbers.

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Sharing Information

In this chapter

Using the Send command

Beaming

Other ways of sharing information

Related topics

You have to get this memo to your boss—*now.* Or the photo of the grandkids in their Halloween costumes to your mom. After you've used your handheld to create or capture that important business and personal information, it's time to share it with others.

Your handheld comes equipped with a variety of options for sharing information, so that you can choose the quickest, most convenient way of sending your info.

Benefits of sharing

- Keep others up-to-date with meaningful business and personal information
- Choose the most convenient sharing method from a variety of options
- Create an informal backup copy of important info

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Using the Send command

Did You Know?
You can also easily send information from the desktop component of many applications. For example, you can send photos from the palmOne Media desktop application. See the online desktop help for information.

Tip
If you are unable to send information to another device, try moving closer to the receiving device.

You can use the Send command in many applications to send information wirelessly using one of the following methods:

- Using the built-in **Bluetooth® technology** on your handheld
- As an attachment to an **e-mail message**
- As part of a **text or multimedia message**

You can send information from within an application, such as a photo or video, a contact, or an appointment, to other Palm OS® handheld users. You can also send a category of information, such as a photo album—or even an entire application.

NOTE You must **set up a phone connection** on your handheld to send information wirelessly by e-mail, text, or multimedia message. You must also **install these applications** from the CD if you did not do so during initial setup.

Sending information from within an application using Bluetooth technology

You can use your handheld's built-in Bluetooth technology to send information directly to another device that includes Bluetooth technology. You must be within range of the receiving device to send information using Bluetooth technology. The maximum range is approximately 25-30 feet (8-10 meters); however, the shorter the range, the more quickly and accurately you can send information.

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Did You Know?
In most applications, the leftmost menu is named Record.

1

Select the information you want to send:

a. **Open an application**.

b. Select the entry you want.

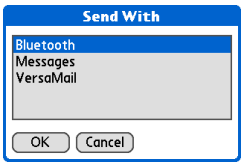
2

Select a sending method:

a. **Open the menus** .

b. Select the Send menu item on the leftmost menu.

c. Select Bluetooth, and then select OK.



3

Select the receiving device on the Discovery Results screen, and then select OK. The information is sent to the receiving device.

Done

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Sending a category

1 Select the category you want to send:

a. **Open an application**.

b. From the list view, tap the pick list in the upper-right corner and select the category you want. This takes you to the list view within the selected category.

2 Send the category:

a. **Open the menus** .

b. Select the Send Category menu item on the leftmost menu.

c. Select Bluetooth, and then select OK.

3 Select the receiving device on the Discovery Results screen, and then select OK. The information is sent to the receiving device.

Done

Tip
Create a category of Calendar events such as your kid's soccer schedule, and then send the entire category to your spouse's handheld.

Tip
When you send a category, the individual entries within the category (contacts, memos, photos, and so on) appear as unfiled items on the receiving device.

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Sending an application

Tip
Tap the Send From pick list to beam an application from an expansion card inserted into the expansion slot.

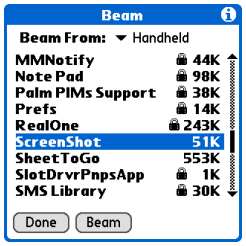
1 Select the application you want to send:

a. Go to the Home screen.

b. **Open the menus**.

c. Select Send on the App menu.

d. Select the application you want to send.



NOTE You cannot send an application that has a lock icon next to the application size.

2 Send the application:

a. Select Send.

b. Select Bluetooth, and then select OK.

3 Select the receiving device on the Discovery Results screen, and then select OK. The information is sent to the receiving device.

Done

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Using the Send command with the VersaMail™ application

You can send information as an attachment to an e-mail message using the Send command. Follow the procedures for sending **information**, a **category**, or an **application**. Select VersaMail™ in the Send With dialog box. The VersaMail application opens displaying a blank message with the information you want to send as an attachment. **Address the message**, enter a subject line, and then select Send or Get & Send.

Using the Send command with Messages

NOTE You cannot send a category or an application with Messages.

You can send information as part of a text or multimedia message using the Send command. Follow the procedure for sending **information**. Select Messages in the Send With dialog box. The Messages application opens displaying a new text message with the information you want to send as the body of the message. **Address the message**, and then select Send. You can also **convert the message to a multimedia message** before sending.

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Beaming

Using the **IR port** on your handheld, you can beam information from within an application, such as a photo or video, a contact, an appointment, or a task, to other Palm OS® handheld users. You can also beam a category of information, such as a photo album—or even an entire application.

NOTE The receiving handheld must be turned on. Depending on the receiving handheld model, not all information may be sent correctly.

Tip
For best results when beaming, the handhelds should be between 4 and 39 inches (10 centimeters and one meter) apart, and there should be a clear path between them.

Beaming information from within an application

1 Select the information you want to beam:

a. **Open an application**.

b. Select the entry you want.

Continued

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✱ **Tip**
The leftmost menu is most applications is named Record.

✱ **Tip**
In Contacts, you can create a contact with your own information and select it as your business card by opening the Record Menu and selecting Business Card. Beam your business card to other handhelds by holding down the Contacts application button until the Beam dialog box appears.

2

Beam the information:

a. **Open the menus** .

b. Select the Beam menu item on the leftmost menu.

c. When the Beam dialog box appears, point your handheld's IR port directly at the IR port of the other handheld.

3

Wait for the Beam dialog box to indicate that beaming is complete.

Done

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Beaming a category

Tip
Create a category of Calendar events such as your kid's soccer schedule, and then beam the entire category to your spouse's handheld.

Tip
When you beam a category, the individual entries within the category (contacts, memos, photos, and so on) appear as unfiled items on the receiving device.

1

Select the category you want to beam:

a. **Open an application**.

b. From the list view, tap the pick list in the upper-right corner and select the category you want. This takes you to the list view within the selected category.

2

Beam the category:

a. **Open the menus** .

b. Select the Beam Category menu item on the leftmost menu.

c. When the Beam dialog box appears, point your handheld's IR port directly at the IR port of the other handheld.

3

Wait for the Beam dialog box to indicate that beaming is complete.

Done

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Beaming an application

Tip
Tap the Beam From pick list to beam an application from an expansion card inserted into the expansion slot.

1 Select the application you want to beam:

a. Go to the Home screen.

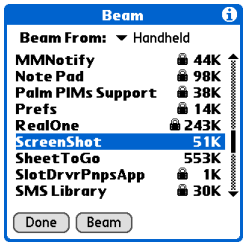
b. **Open the menus**.

c. Select Beam on the App menu.

d. Select the application you want to beam.

NOTE You cannot beam an application that has a lock icon next to the application size.

Continued



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2 Beam the application:

a. Tap Beam.

b. When the Beam dialog box appears, point your handheld's IR port directly at the IR port of the other handheld.

3 Wait for the Beam dialog box to indicate that beaming is complete.

Done

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Other ways of sharing information

Here are some other ways of sharing information:

- Copy information or an application onto an **expansion card** inserted into the expansion slot, and view the information by inserting the card into the slot on another Palm OS® handheld.
- Copy information such as a photo or video from your handheld to your computer, or from computer to handheld, by **synchronizing**.

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Support
If you're having problems with sharing information or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Synchronizing	Sharing information by synchronizing your handheld with your computer
Expansion	Sharing information by saving it to an expansion card that can be viewed from another handheld
Connecting	Setting up a connection with a phone to share information wirelessly
E-mail	Sending information as an attachment to an e-mail message
Messages	Sending information as part of a text or multimedia message
Common Questions	Answers to frequently asked questions about sharing information

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CHAPTER 23

Keeping Your Information Private

In this chapter

Choosing a security level

Marking information as private

Setting the level of privacy

Using a password

Locking your handheld

Using Quick Unlock

Encrypting your information

Limiting the number of password attempts

Related topics

You probably wouldn't leave your door unlocked at night, so why should it be any different with your handheld? When you think about the amount of personal and private information stored there, you'll definitely want to protect it.

Benefits of privacy

- Protect information if your handheld is misplaced
- Hide private information
- Unlock your handheld using only one hand

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Choosing a security level

There are a variety of security levels available for your handheld. Choose the level that provides the best mix of security and convenience.

Activating no security features All entries are accessible to anyone who has your handheld. This includes entries that are marked **private**, but are not masked or hidden.

Masking private entries without creating a password Masked entries are displayed when selected. This provides some degree of privacy for private entries, but anyone can view the info by simply selecting it.

Hiding private entries and creating a password Private entries are displayed when the password is entered. This is the basic level of security.

Encrypting entries (requires assigning a password) Entries are scrambled whenever your handheld locks, and are only displayed when the password is entered. Choose to encrypt all information, or just private entries. This feature provides better security than hiding private entries and assigning a password.

Limiting the number of password attempts Selected information is deleted after a specified number of incorrect password attempts. Use this feature along with encryption for the highest level of security.

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Marking information as private

Marking an entry as private is the first step in protecting your info.

1 **Open an application**.

2 Create a new entry, or select the entry that you want to make private.

3 Mark it as private:

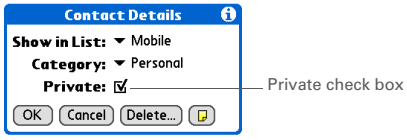
a. For existing Contacts, tap Edit.

b. Tap Details.

c. Tap the Private check box.

d. Select OK.

e. In Contacts and Memos, select Done.



Done

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Setting the level of privacy

Add further protection to your private entries by setting the privacy level (hidden/masked).

Hiding or masking private entries

1 Open Security:

a. Go to the Home screen.

b. Select Prefs.

c. Select Security.

2 Select the display option for private entries:

a. Tap the Private Records pick list.

b. Select one of these options, and then select Done.

Show Display private entries.

Mask Block entries with a gray bar; you can see the bar onscreen, but you can't see the entries' content.

Hide Make private entries invisible.

↘ **Continued**

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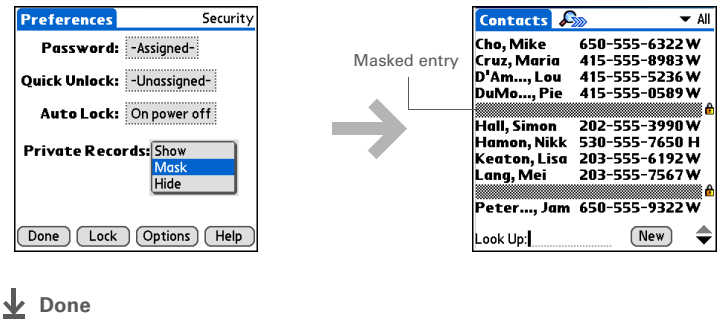
Cont'd.



Done

Viewing an entry that is masked

To open a masked entry, select the entry. If you have a **password**, enter it in the Show Private Records dialog box, and then select OK. When you close a masked entry, it remains masked.

Using a password

Further protect your hidden or masked entries by creating a password, which is needed to display the contents of hidden/masked entries.

Tip
Use a password to protect confidential work or personal information. If your handheld is lost or stolen, this information will be safe.

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Creating a password

Tip
The best passwords and **Quick Unlock combinations** consist of a mix of letters, characters, and numbers. Longer passwords are better than short ones. Any password you create is case-sensitive.

Tip
Enter your password with Graffiti® 2 writing, the numeric keypad in the Create Password dialog box, or the onscreen keyboard.

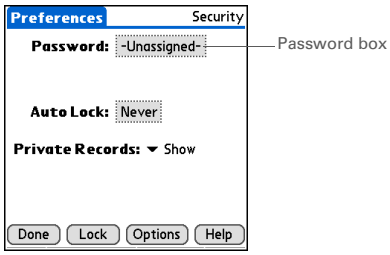
1

Open Security:

a. Go to the Home screen.

b. Select Prefs.

c. Select Security.



2

Create a password:

a. Tap the Password box.

b. Enter a password, and then select OK.

Continued

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3 Confirm the password and enter a hint:

a. Enter the password again, and then select OK.

b. Enter a hint to help you remember the password if you forget it, and then select Done.

4 Select Done.

Done

Changing a password

You can change your password at any time. You must enter the current password before you can change it.

Tip
In Palm® Desktop software, you can require password entry for private info to display. Open the Tools menu and select Options, and then select Security.

1 Open Security:

a. Go to the Home screen.

b. Select Prefs.

c. Select Security.

Continued

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2 Enter your current password:

a. Tap the Password box.

b. Enter the current password, and then select OK.

3 Change your password:

a. Select OK.

b. Enter a new password, and then select OK.

4 Confirm the password and enter a hint:

a. Enter the password again, and then select OK.

b. Enter a hint to help you remember the password if you forget it, and then select Done.

↘ Continued

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5 Select Done.

Done

Deleting a password

You can delete your password at any time. You must enter the current password before you can delete it.

1 Enter your password:

a. Tap the Password box.

b. Enter the current password, and then select OK.

2 Delete your password:

a. Tap Unassign.

b. Select Done.

Done

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Deleting a forgotten password

If you forget your password, your handheld displays the password hint (if you entered one) to help you remember the password. If you still can't remember the password, you can delete it from your handheld. Deleting a forgotten password also deletes all entries marked as private.

[!] IMPORTANT Be sure to synchronize your handheld before and after this procedure, so you can restore any private entries that were deleted along with the password.

1

Open Security:

a. Go to the Home screen.

b. Select Prefs.

c. Select Security.

2

Open the Incorrect Password dialog box:

a. Tap the Password box.

b. Tap any number on the keypad, and then select OK.

Continued

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3 Delete the forgotten password:

a. Tap Lost Password.

b. Select Delete Password.

4 **Synchronize your handheld with your computer** to restore any private entries that were deleted.

5 **[&] OPTIONAL** Create a new password.

Done

[!] Before You Begin

To use the locking feature, you must first **create a password** for your handheld.

Tip

To start your handheld when it is locked, turn it on. Enter your password, and then select Done.

Locking your handheld

Protect the entire contents of your handheld, whether marked private or not, by using your password to lock your handheld. You can set your handheld to lock automatically, or you can lock it manually.

[!] IMPORTANT If you lock your handheld, you must enter the exact password to unlock it. If you forget the password, your handheld will show you the hint you entered to help you remember the password. If you still cannot remember the password, you must do a hard reset to resume using your handheld. A hard reset deletes all of the information on your handheld, including your password, but you can restore the information by synchronizing your handheld with your computer.

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Locking your handheld automatically

1 Open Security:

a. Go to the Home screen.

b. Select Prefs.

c. Select Security.

2 Open the Lock Handheld dialog box:

a. Tap the Auto Lock box.

b. If necessary, enter your password, and then select OK.

↘ Continued

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Tip
The number of password attempts must be between 5 and 99.

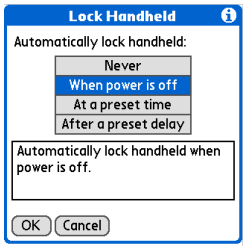
3 Select one of these lock options:

Never Always leave your handheld unlocked.

When power is off Automatically lock your handheld whenever you turn it off.

At a preset time Set a time when your handheld will automatically lock.

After a preset delay Set a period of inactivity after which your handheld will automatically lock.



4 Select OK, and then select Done.

Done

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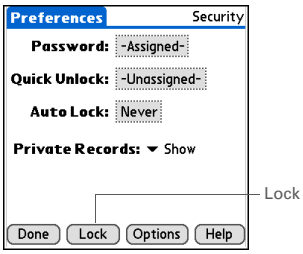
Locking your handheld manually

1 Open Security:

a. Go to the Home screen.

b. Select Prefs.

c. Select Security.



2 Select Lock.

3 Select Lock Device.

Done

Lock
This feature locks your handheld and prevents others from using it without the password.
To unlock your handheld, you must enter your password.
Lock Device
Cancel

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Using Quick Unlock

[!] **Before You Begin**
To use Quick Unlock, you must first **create a password** for your handheld.

✱ **Tip**
You can change a Quick Unlock combination at any time. Follow the same steps you used to create the combination.

You can unlock your handheld by creating a special combination sequence with the navigator—similar to the combination you use to open a padlock. Use this sequence in place of your password to quickly unlock your handheld. Quick Unlock works only with your first three attempts to unlock your handheld. After three attempts, you must use your password to unlock your handheld.

Creating a Quick Unlock combination

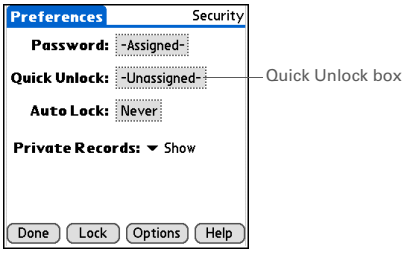
1

Open Security:

a. Go to the Home screen.

b. Select Prefs.

c. Select Security.



2

Open the Quick Unlock dialog box:

a. Tap the Quick Unlock box.

b. If necessary, enter your password, and then select OK.

↘ Continued

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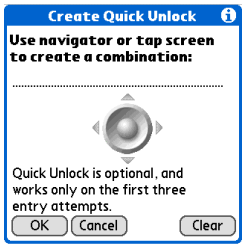
3 Create a Quick Unlock combination sequence:

a. Use the navigator or tap the onscreen navigator to create a combination.
For example, you might choose Left-Right-Left as a combination.

b. Select OK.


Create Quick Unlock
Use navigator or tap screen to create a combination:
Quick Unlock is optional, and works only on the first three entry attempts.
OK
Cancel
Clear

4 Select Done.

Done When your handheld is locked, you can now unlock it by using the Quick Unlock combination, or by entering your password.

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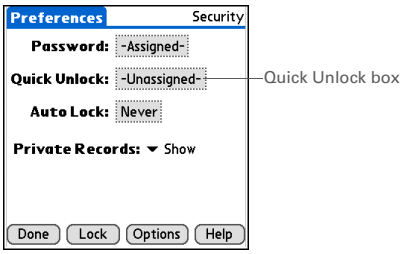
Deleting your Quick Unlock combination

1 Open Security:

a. Go to the Home screen.

b. Select Prefs.

c. Select Security.



2 Open the Quick Unlock dialog box:

a. Tap the Quick Unlock box.

b. If necessary, enter your password, and then select OK.

3 Delete the Quick Unlock combination:

a. Tap Unassign.

b. Select Done.

Done

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Encrypting your information

[!] Before You Begin

To use encryption, you must first **create a password** for your handheld.

You can encrypt selected information whenever your handheld locks. This means that your information is scrambled so that it cannot be read. When you unlock your handheld and enter your password or Quick Unlock combination, the encrypted information is unscrambled.

The more information you select for encryption, the longer your handheld takes to scramble (and unscramble) the information. Also, applications that use large files, such as palmOne Media, take a long time to encrypt. In these cases, consider the trade-off between security and convenience.

1

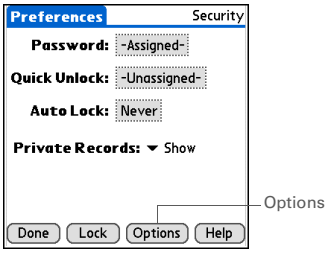
Open Security:

a. Go to the Home screen.

b. Select Prefs.

c. Select Security.

Continued



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2 Open the Encrypt Data dialog box:

a. Tap Options.

b. Tap the Encrypt data when locked check box.

c. Tap Choose Applications.

3 Select the applications you want to encrypt, and then select OK.

↘ Continued

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4 [&] **OPTIONAL** To encrypt only the **private entries** in the applications you selected, tap the Encrypt private records only check box.

5 Select OK, and then select Done.

Done

✱ **Tip**
Synchronize your handheld with your computer frequently to prevent loss of information if intrusion protection is triggered.

+ **Did You Know?**
Incorrect **Quick Unlock** attempts are not included in the intrusion protection counter.

Limiting the number of password attempts

You can set the number of incorrect password attempts that are allowed before selected information is deleted from your handheld. This feature, called intrusion protection, protects sensitive information from an intruder who uses an automated means to try every possible combination until the password is found. Use intrusion protection if you keep highly confidential information on your handheld.

[!] **IMPORTANT** **If you limit the number of password attempts, be sure to use Keylock to prevent accidental password attempts while your handheld is in a purse or pocket.**

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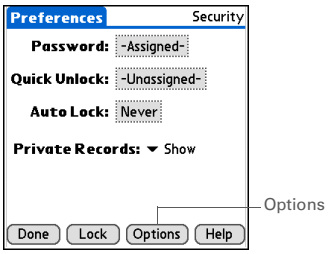
1

Open Security:

a. Go to the Home screen.

b. Select Prefs.

c. Select Security.



2

Set the number of password attempts:

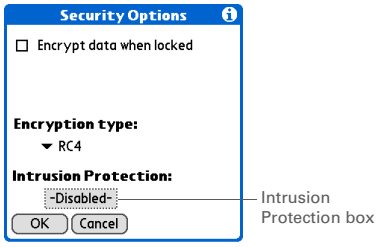
a. Tap Options.

b. If necessary, enter your password, and then select OK.

c. Tap the Intrusion Protection box.

d. Enter the number of password attempts that are allowed before selected information on your handheld is deleted.

↘ Continued



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3 Select the information that is deleted after the set number of failed attempts:

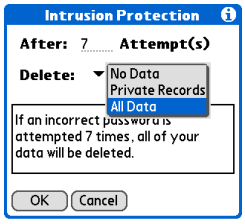
a. Tap the Delete pick list and select one of these options:

No Data No information is deleted after the set number of failed attempts.

Private Records All entries **marked private** are deleted after the set number of failed attempts.

All Data All information you entered and all applications you installed on your handheld are deleted after the set number of failed attempts.

b. Select OK.



4 Select OK two more times, and then select Done.

Done

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Support
If you're having problems with private entries or anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving around	• Opening applications
	• Using menus
Synchronizing	Creating a backup of your information
Customizing	Entering your owner information in case your handheld is lost or stolen
Maintaining	Doing a hard reset
Common Questions	Answers to frequently asked questions about privacy

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Using Categories to Organize Information

In this chapter

Adding a category

Renaming a category

Deleting a category

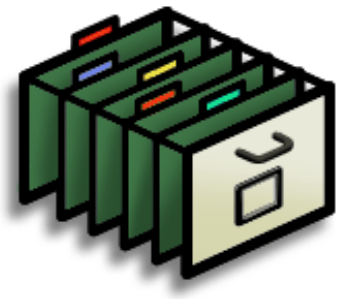
Placing information into a category

Viewing information by category

Related topics

If you're like most people, you use your handheld to manage your work life and your personal life. Yet these two areas contain so many details: your children's after-school activities, your conference schedule, your shopping list for the week, and entertainment.

Categories help you organize different aspects of your life, no matter how you choose to group them.



Benefits of categories

- Better organize your information
- Easily retrieve the information you need

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Adding a category

You can add categories in many applications: Contacts, Expense, Memos, Note Pad, Tasks, and palmOne™ Media. (In palmOne Media, categories are called **albums**.) Place individual entries into these categories to easily get to a group of related items.

In addition to putting individual entries into a category, you can also put entire applications into categories. For instance, you may find it convenient to put Expense and Calculator in a category called Money.

Did You Know?
You can have up to 15 categories in an application.

Tip
Colors make it easy to find the info you need in Calendar.

Tip
Add a category in Contacts that contains all of your medical numbers for quick access.

Other useful categories in Contacts are Emergency, for fire, ambulance, and police; Children, for your children's school and friends; and Entertainment, for restaurants or theaters that you visit often.

1

- To add a category for individual entries in one of the applications above, **open that application**.
- To add a category for applications, go to the Home screen.

2

Add a new category:

a. Tap the pick list in the upper-right corner, and then select Edit Categories.

b. Tap New and enter the name of the new category.

c. Select OK, and then select OK again.

Done

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Renaming a category

Tip
If you want to combine items in different categories, rename one category to the other category name.

Did You Know?
Some categories, like All and Unfiled, come with your handheld and cannot be changed.

1

- To rename a category within an application, **open that application**.
- To rename a category for applications, go to the Home screen.

2

Rename the category:

a. Tap the pick list in the upper-right corner, and then select Edit Categories.

b. Select the name of the category you want to change, and then tap Rename.

c. Enter a new category name, and then select OK.

d. Select OK again.

Done

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Deleting a category

If you delete a category, the items in that category will move to the Unfiled category.

Tip
In Expense, you can delete a category, including its contents, with the **Purge** command.

1

- To delete a category within an application, **open that application**.
- To delete a category for applications, go to the Home screen.

2

Delete the category:

a. In Calendar, select an event, and then select Details.

b. Open the list of categories:

Calendar Tap the Category pick list.

All other applications Tap the pick list in the upper-right corner, and then select Edit Categories.

c. Select the name of the category you want to delete, and then select Delete.

d. Select OK.

Done

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Placing information into a category

You can place individual entries into categories within an application. For example, you may want to place some of your contacts into a category called Medical.

You may also find it convenient to view applications in groups. You may want all of your games in one category, or all of your multimedia applications in another. Then you can go right to the group of applications you need.

NOTE An entry or application cannot be placed in more than one category.

Tip
You can also enter new information into a category by opening the application, and then selecting the category from the upper-right corner. Tap New and enter the information.

Placing an entry into a category

1	**Open an application** that contains a category option. In Calendar, go to Day View.
2	Open an entry.
3	In Note Pad only: skip to step 5.
4	Open the Details dialog box: **Contacts** Tap Edit, and then tap Details. **All other applications** Tap Details. **Continued**

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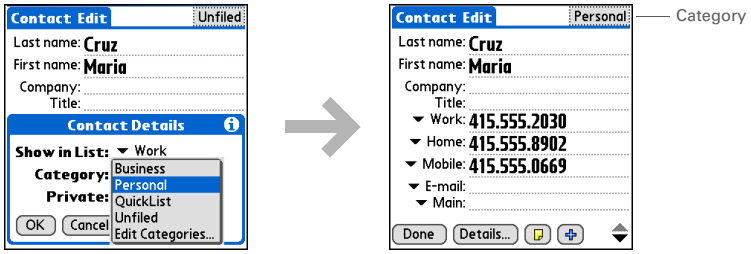
Tip
To place an entry into a different category, simply select a different category from the Category pick list.

5 Place the entry into a category:

a. Select a category from the Category pick list.



b. If necessary, select OK

c. If necessary, select Done.

Done

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Placing an application into a category

1 Go to the Home screen.

2 Open the Category dialog box:

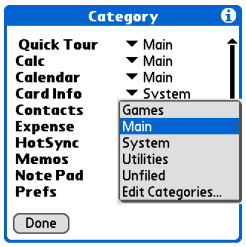
a. **Open the menus**.

b. Select Category on the App menu.

3 Place the application into a category:

a. Tap the pick list next to the application you want to place into a category.

b. Select a category, and then select Done.



Done

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Viewing information by category

Tip
In the Home screen, scroll through the categories by repeatedly tapping the Home screen icon, or pressing Right or Left on the navigator. To view all of the applications on your handheld select the All category.

Tip
Scroll through the categories in Contacts by repeatedly pressing the Contacts button.

1

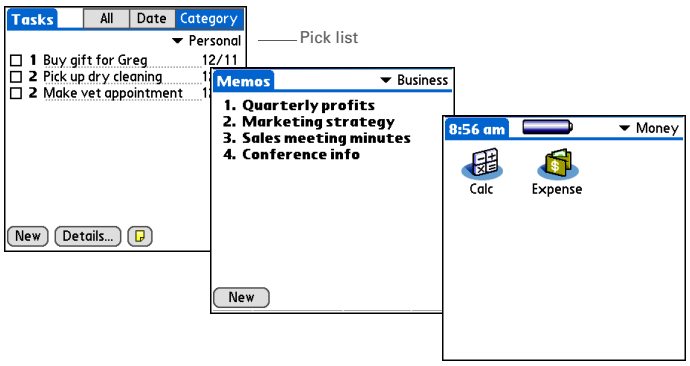
- To view entries by category, **open an application** that contains categories.
- To view applications by category, go to the Home screen .

2

Display the category you want to view:

Calendar Select **Show Category List**, and then select the category you want to view from the pick list.

All other applications Select the category you want to view from the pick list in the upper-right corner.



Done

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Support
If you're having problems with categories or anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving around	• Opening applications
	• Using menus
Calendar	Color-coding your events in Calendar
Photos and Videos	Organizing photos or videos into albums
Sharing	Beaming a category to another Palm OS® handheld

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CHAPTER 25

Installing and Removing Applications

In this chapter

Checking space and version numbers

Installing the additional software from the CD

Installing other applications and files

Removing an application from your handheld

Removing Palm Desktop software from your computer

Related topics

Did you ever think you could use your handheld to manage your weight loss program? How about using it to track the details of your round of golf?

There are thousands of applications available for Palm OS® handhelds. Add the ones you need to help you get the most out of your handheld, no matter what you're doing.

Benefits of installing applications

- Add more applications to your handheld
- Add photos to your handheld
- Add MP3 and video files to your expansion card
- Install Microsoft Office files

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Checking space and version numbers

Before you install a file or an application, it's important to make sure you have enough space for it. You may also want to check the version number of applications that are already on your handheld or expansion card, in case you're interested in upgrading them.

1 Open the Info dialog box:

a. Go to the Home screen.

b. **Open the menus**.

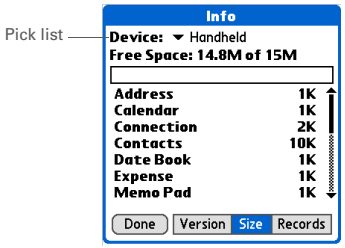
c. Select Info on the App menu.

2 View space info and version numbers:

a. Tap the Device pick list and select one of these options:

Handheld Get information about applications stored on your handheld.

Expansion card name Get information about applications stored on your expansion card.



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Cont'd.

b. Tap one of the following options, and then select Done:

Version Displays the version numbers of all of your applications.

Size Shows how much space each application occupies. The bar at the top shows the total space currently in use on your handheld or expansion card.

Records Shows the number of records in an application.

Done

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Installing the additional software from the CD

Your handheld comes with many applications that are already installed and ready to use. The CD that came with your handheld includes lots of other applications to make your handheld even more useful and more fun. You can install these applications at any time.

WINDOWS ONLY

1	Insert the CD into your computer.
2	On the Discover Your Handheld screen, click Add software to your handheld.
3	Follow the onscreen instructions to install the applications you want to install.
4	**Synchronize your handheld with your computer.** Done

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MAC ONLY

1	Insert the CD into your computer.
2	Double-click the Essential Software folder.
3	Install the applications you want to install.
4	**Synchronize your handheld with your computer.** Done

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Installing other applications and files

Did You Know?
Most handheld application files have the extension PRC or PDB.

You can also install applications and files on your handheld that did not come on the CD. For any files that you install, there must be an application on your handheld that can read these files. For example, you can view photos only if you have an application such as palmOne™ Media on your handheld.

Here are the types of files you can install on your handheld:

- Applications designed for Palm OS® handhelds, including PRC and PDB
- Image files, including BMP, JPEG, and TIF (uncompressed), GIF for use with palmOne Media
- **Video** files, including MPEG-1 and ASF (MPEG-4) for use with palmOne Media
- **MP3** and **RealAudio** audio files (these files are installed only on the **expansion card**) for use with RealOne Mobile Player
- Microsoft Office files, such as Word and Excel documents, for use with Documents To Go

Installing applications and files on a Windows computer

If you installed Palm® Desktop software, you automatically have Palm® Quick Install on your Windows computer. This tool makes it easy to install applications and files when you synchronize.

You can install applications and files by dragging and dropping onto the Palm Quick Install icon, or by using the commands in the Palm Quick Install window.

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Using the Palm Quick Install icon

WINDOWS ONLY

1 Copy or download the application(s) or file(s) you want to install onto your computer.

2 Drag and drop the files onto the Palm Quick Install icon:

a. From My Computer or Windows Explorer, select the file(s) or folder that you want to install.

b. Drag and drop the file(s) or folder onto the Palm Quick Install icon on the desktop.

c. Select your username and click OK.

3 **Synchronize your handheld with your computer.**

Done

Tip
You can also install files on your handheld by right-clicking them on your computer. Select Send To Palm Quick Install, and the files are placed on your handheld the next time you synchronize.

Tip
If there are still files in the list after you synchronize, they were not installed. Open the application associated with this file, and then synchronize again.

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Using the Palm Quick Install window

WINDOWS ONLY

Tip
To install a folder on your handheld, open the File menu in Palm Quick Install and select Add Folder.

Tip
To move applications between your handheld and the expansion card, drag the files up or down.

Tip
If you don't see the file you want to install, go to the folder you copied the file to.

1 Copy or download the file(s) you want to install onto your computer.

2 Double-click the Palm Quick Install icon on the desktop.

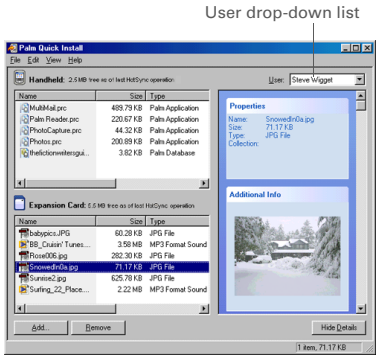
3 Select the files to install:

a. In the User drop-down list, select the name for your handheld.

b. Click Add.

c. Select the file(s) you want to install.

d. Click Open.



4 **Synchronize your handheld with your computer.**

Done

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Installing applications and files on a Mac computer

You can install applications and files on a Mac computer by dragging and dropping onto the Send To Handheld icon, or by using the commands in the HotSync® menu.

Using the Send To Handheld droplet

MAC ONLY

1 Copy or download the application(s) or file(s) you want to install onto your computer.

2 Drag and drop the files onto the Send To Handheld droplet:

a. Drag and drop the file(s) or folder onto the Send To Handheld droplet in the Palm folder.

b. In the Send to Handheld dialog box, select your username and click OK.

3 **Synchronize your handheld with your computer.**

Done

✱ **Tip**
In Mac OS X, you can make the Send To Handheld droplet a permanent part of your desktop by dragging the droplet to the Dock. Then simply drag songs, and other files you want to transfer to your handheld, onto the droplet in the Dock.

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Using commands in the HotSync menu

MAC ONLY

Tip
To move applications between your handheld and the expansion card, click Change Destination. Use the arrows to move the files, and then click OK.

Tip
If you do not see the application or file in the folder, go to the folder that contains the application you want to install.

1 Copy or download the application you want to install onto your computer.

2 Select the files to install on your handheld:

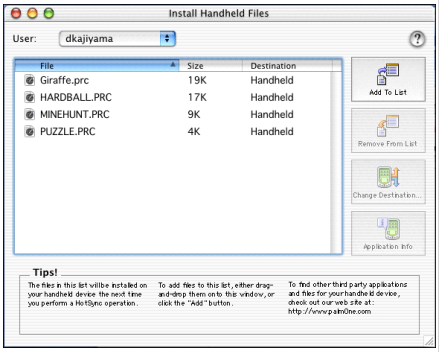
a. In the Palm folder, double-click the HotSync Manager.

b. Select the HotSync menu, and then select Install Handheld files.

c. In the User pop-up menu, select the name that corresponds to your handheld.

d. Click Add to List.

e. Select the file(s) you want to install.



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3 Install the files on your handheld:

a. Click Add File.

b. Close the Install Handheld Files window.

c. **Synchronize your handheld with your computer**.

Done

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Removing an application from your handheld

If you run out of memory or decide that you no longer want some applications you installed, you can remove them from your handheld or from an expansion card.

NOTE You can only remove add-on applications, patches, and extensions that you install. You cannot remove the applications that are part of the operating system of your handheld.

1. Go to the Home screen.
2. Open the Delete dialog box:
   a. **Open the menus**.
   b. Select Delete from the App menu.
3. Delete the application:
   a. Tap the Delete From pick list, and then select Handheld or expansion card.
   b. Select the application that you want to remove, and then tap Delete.
   c. Select Yes, and then select Done.

Done

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Removing Palm Desktop software from your computer

If you no longer want to use Palm Desktop software, you can remove it from your computer. This process removes only the application files. The data in your Users folder remains untouched.

[!] IMPORTANT **If you remove Palm Desktop software, you also remove the synchronization software and can no longer synchronize your information. Even if you want to synchronize with another personal information manager, like Microsoft Outlook, you must leave Palm Desktop software installed on your computer.**

WINDOWS ONLY

NOTE You may have to modify these steps to correspond with the operating system on your computer.

1 Open Add/Remove Programs:

a. From the Start menu, select Settings, and then select Control Panel.

b. Double-click the Add/Remove programs icon.

Continued

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2 Remove Palm Desktop software:

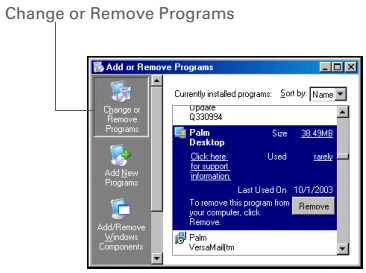
a. Click Change or Remove Programs

b. Select Palm Desktop software, and then click Remove.

c. Click Yes in the Confirm File Deletion box.

d. Click OK, and then click Close.

Done



MAC ONLY

1 Insert the CD that came with your handheld into your computer.

2 Double-click the CD icon on your desktop, and then double-click the Palm Desktop Installer icon.

3 From the Easy Install screen, select Uninstall from the pop-up menu.

Continued

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4. Select the software you want to remove, and then click Uninstall.
5. Select the folder that contains your Palm Desktop software files.
6. Click Remove, and then restart your computer.

Done

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Support
If you're having problems installing applications, or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Setting up	Switching between Palm Desktop software and Microsoft Outlook
Moving around	• Opening applications
	• Using menus
RealOne Player	• Transferring files from a CD to an expansion card
	• Listening to audio files on your handheld

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CHAPTER 26

Managing Clock Settings

In this chapter

Checking the current date and time

Setting the primary location

Choosing secondary locations for other time zones

Modifying the locations list

Setting the alarm clock

Changing the clock display

Related topics

Forget your watch? Or just forget to reset it when you landed in Toronto? Neither matters, as long as you have your handheld. Not only can you rely on it for the correct time, you can even set an alarm so you don't miss that early flight back home.

Benefits of World Clock

- Always have the correct time, no matter where you are
- No need to carry a separate alarm clock

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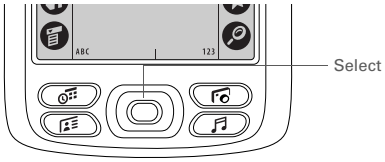
Checking the current date and time

There are several ways to easily check the date and time:

- When your handheld is on:
  - Tap the Home icon, and then select the World Clock icon.
  - Tap the Clock icon in the upper-left corner of the input area. Your handheld displays the time for two seconds, and then returns to the previous application.

- When your handheld is off, press Select in the center of the **navigator**. Your handheld turns on, displays the time, and then turns off after a few seconds.



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Setting the primary location

» Key Term
Primary location
Typically a city in the time zone in which you live.

In World Clock, you can set the location, date, and time for a primary location. The settings for this primary location are used by all of the applications on your handheld.

1 Go to the Home screen and select World Clock.

2 Select the primary location:

a. Tap the primary location pick list.

b. Select the location you want to be the primary location.

If you need more choices, **modify the locations list**.

Done

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Setting the date and time for the primary location

You can **set the date and time in Preferences**, as you did during the initial setup of your handheld, or in World Clock. When you change the date and time in one application, it is automatically changed in the other.

Did You Know?
When the Daylight Savings settings are active, the time changes according to the rule for the primary location. For example, in North America, the time changes at 2:00 a.m.; in Europe, it changes at 1:00 a.m.

1 Go to the Home screen and select World Clock.

2 Tap Set Date & Time.

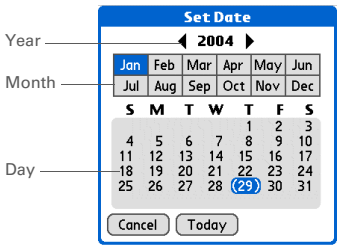
3 Set the date:

a. Tap the Date box.

b. Tap the arrows to select the current year.

c. Tap the current month.

d. Tap the current date.



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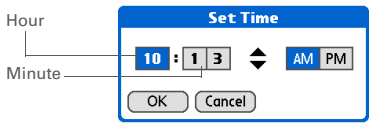
4 Set the time:

a. Tap the Set Time box.

b. Tap the hour and minute boxes, and then tap the arrows to change them.

c. Tap AM or PM, and then select OK.



5 Select Done.

Done

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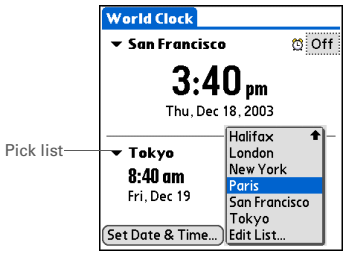
Choosing secondary locations for other time zones

Set World Clock to display the date and time for two other locations.

Tip
If you have friends, family, or colleagues in another time zone, select a city in their zone as your secondary location. When you need to contact them, you can easily check to see what time it is where they are.

1 Go to the Home screen and select World Clock.

2 Tap the pick list next to one of the secondary locations.



3 Select the location you want to use as the new secondary location.

If you need more choices, **modify the locations list**.

Done

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Modifying the locations list

You can edit the locations list so that the locations you use most often are easy to find.

Tip
If you know what you're looking for in a long pick list, use **Graffiti® 2 writing** to find it faster. Enter the first letter of the word, then locate your item.

Adding new locations

1 Go to the Home screen and select World Clock.

2 Open the Edit List dialog box:

a. Tap a Location pick list.

b. Select Edit List.

3 Add the new location:

a. Tap Add.

b. Scroll through the list to select a location that is in the same time zone as the city you want to add.

c. Select OK.

Continued

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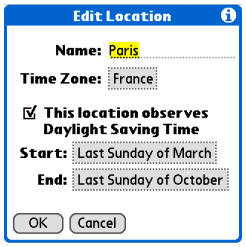
4 **[&] OPTIONAL** Tap each setting you want to change.

Name Enter the name of the location.

Time Zone Select the time zone for the location.

Daylight Saving Time check box Tap for your handheld to automatically adjust the date and time for Daylight Saving Time in this location.

Start and End dates Tap the boxes to change the start and end dates of Daylight Saving Time, if necessary.



5 Select OK, and then select Done.

Done

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Deleting a location

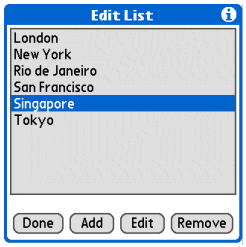
1 Go to the Home screen and select World Clock.

2 Select the location you want to delete:

a. Tap a Location pick list.

b. Select Edit List.

c. Select a location, and then tap Remove.



3 Select OK, and then select Done.

Done

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Setting the alarm clock

Did You Know?
Use World Clock to set an alarm within the next 24 hours. **Set alarms outside of this timeframe** in Calendar.

Did You Know?
Remember to put your handheld on local time. If you travel from San Francisco to London, make London your primary location so that all your alarms ring on time, instead of eight hours late.

Tip
Set an alarm while you're working to remind you when to leave to get to your appointment on time.

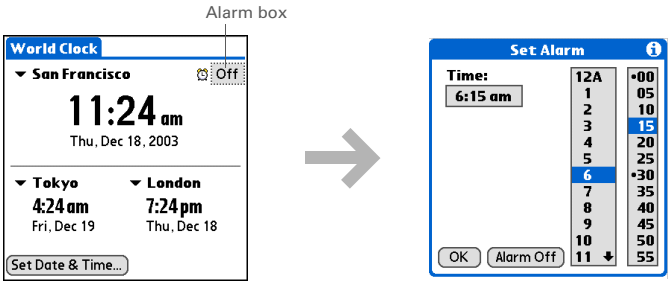
1 Go to the Home screen and select World Clock.

2 Set the alarm:

a. Tap the Alarm box.

b. Tap the time columns to set the hour and minute, and then select OK.

NOTE Alarms set in World Clock use the time set for the primary location.



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Tip
To turn off an alarm before it sounds, tap the Alarm box, and then tap Alarm Off.

3 **[&] OPTIONAL** Select the alarm sound and volume:

a. **Open the menus**.

b. Select Options, and then select Alarm Preferences.

c. Tap the pick lists to select the alarm sound and volume.

NOTE **This volume setting does not affect the other sounds on your handheld, including the alarms you set in Calendar. You can change the volume of these other sounds in Preferences.**

d. Select OK.

Done

Responding to the alarm clock

When the World Clock alarm sounds, select one of these three options:

OK Cancel the reminder message and return to the current screen.

Snooze Close the alarm reminder message and return to the current screen. The message appears again in five minutes. In the meantime, an indicator blinks in the upper-left corner of the screen to remind you of the upcoming alarm.

Go To Cancel the reminder message and open World Clock.

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Changing the clock display

1. Go to the Home screen and select World Clock.

2. Open the Display Options dialog box:

   a. **Open the menus**.

   b. Select Options, and then select Display Options.

3. Select any of the following options, and then select OK:

   Show Multiple Locations Display the secondary locations. Deselect it to display only the primary location.

   Show Date Display the date in World Clock.

   Done

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Support
If you're having problems with World Clock or anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Moving around	• Opening applications
	• Using menus
Calendar	Setting an alarm outside of the next 24 hours
Customizing	Changing the volume of other system sounds

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CHAPTER 27

Customizing Your Handheld

In this chapter

Customizing the Home screen

Making the screen easier to read

Giving your favorite applications a button or icon

Setting the date and time

Customizing the way you enter information

Selecting sound settings

Entering your owner information

Conserving battery power

Connecting your handheld to other devices

Customizing network settings

Related topics

Although customizing your handheld is optional, it's like changing the preset radio stations in your car. Since you're probably not driving around with the dealer's preset radio stations, why not personalize your handheld, too?

You can easily customize the sound levels, fonts, and screen colors on your handheld by using preferences and menus. And preference settings can help extend the life of your handheld's battery.

Benefits of customizing

- Access applications quickly
- Conserve power
- Enjoy your handheld more
- Make your screen easy to read

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Customizing the Home screen

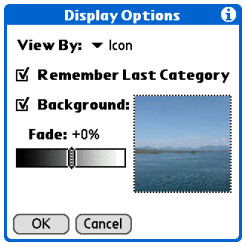
Use your favorite photo as the background for the Home screen. Or display your application icons in list format with small icons so that you can see more applications without scrolling.

1 Go to the Home screen.

2 Open the Display Options dialog box:

a. **Open the menus**.

b. Select Options, and then select Display Options.



3 Tap the View By pick list and select List or Icon as the display format.

4 If you want the last category you viewed to reappear the next time you visit the Home screen, select the Remember Last Category check box.

Continued

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5 Select a photo for the background:

a. Select the Background check box.

b. Tap the photo thumbnail and select a photo.

c. Adjust the fade setting so that the text is easy to read against the photo.

d. Select OK.

Done

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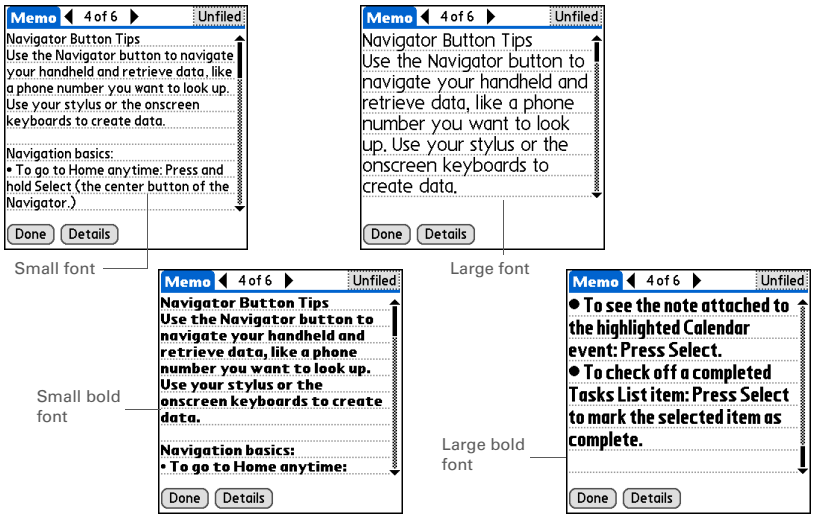
Making the screen easier to read

In many applications, you can change the font style to make text easier to read. There are four font styles available.

In certain lighting conditions you may also need to adjust the brightness and contrast to read the information on the screen.

Changing the screen fonts


Memo 4 of 6 Unfiled
Navigator Button Tips
Use the Navigator button to navigate your handheld and retrieve data, like a phone number you want to look up. Use your stylus or the onscreen keyboards to create data.
Navigation basics:
• To go to Home anytime: Press and hold Select (the center button of the Navigator.)
Done Details
Small font
Large font
Small bold font
Large bold font
• To see the note attached to the highlighted Calendar event: Press Select.
• To check off a completed Tasks List item: Press Select to mark the selected item as complete.

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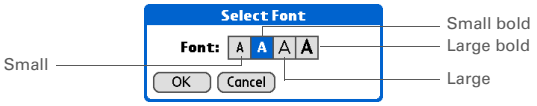
1 **Open an application**.

2 Open the Select Font dialog box:

a. **Open the menus** .

b. Select Options, and then select Font.

3 Tap the font style you want to use, and then select OK.



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Adjusting the brightness

1 Tap the Brightness icon to open the Adjust Brightness dialog box.

2 Drag the slider to adjust the contrast level, and then select Done.

Done

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Changing screen colors

Choose a new set of text and background colors for all your applications.

1 Open Color Theme Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Color Theme.

2 Select a theme, and then select Done.

Done

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Giving your favorite applications a button or icon

Tired of going to the Home screen to open an application you use a lot? Use the Buttons Preferences screen to reassign the applications associated with the buttons on the front of your handheld and the HotSync® icon.

For example, if you use Memos often, you can assign Memos to a button or the HotSync icon so that you don't have to scroll through the Home screen whenever you want to use that application.

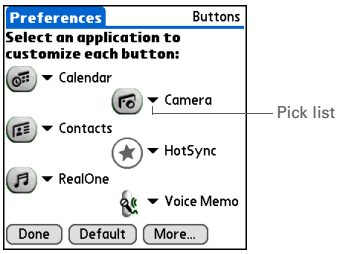
Tip
To restore all the buttons to the original palmOne settings, tap Default.

1 Open Buttons Preferences:

a. Go to the Home screen.

b. Select Prefs .

c. Select Buttons.



2 Tap the pick list next to the button (or icon) you want to reassign and select the application that you want to assign to that button.

Continued

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» Key Term

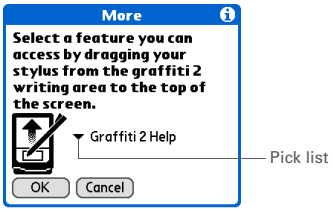
Full-screen pen stroke A stroke that is drawn from the bottom of the input area to the top of the screen. You can use this stroke as a quick way to do a selected task, such as opening the Graffiti® 2 help screen.

3 Assign the full-screen pen stroke:

a. Tap More.

b. Tap the pick list and select the action you want to assign to the full-screen pen stroke.

c. Select OK.


More
Select a feature you can access by dragging your stylus from the graffiti 2 writing area to the top of the screen.
Graffiti 2 Help
Pick list
OK
Cancel

4 Tap Done.

Done

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Setting the date and time

You can set the date, time, and location for all the applications on your handheld that require this information. You can also select the format in which the date, time, and numbers appear.

Selecting a location

You can set the current date and time based on your location. When you travel to a new time zone, change the Location setting to quickly reset the date and time. Your appointments stay at the time you entered them—no adjustments for time zones. So always enter your schedule based on the time zone you will be in on the day of the event.

Did You Know?
The location you select also appears as the primary location in **World Clock**.

1 Open Date & Time Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Date & Time.

Continued

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Tip
You can rename the location to the city where you live. Tap the Name field, and then modify the location name.

2 Select the location:

a. Tap the Location pick list, and select a city in your time zone. If you found a city in the list, go to step 3.

   No nearby city? Select Edit List, do steps b–e.

b. Tap Add.

c. Select a city in your time zone, and then select OK.

d. Select OK again, and then select Done.

e. Tap the Location pick list, and select the city you just added.

3 Select Done.

Done

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Resetting the date and time

In most cases you won't need to reset the date and time. However, you may need to do this if you do a hard reset on your handheld.

1 Open Date & Time Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Date & Time.

2 **Select the location**.

Continued

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3

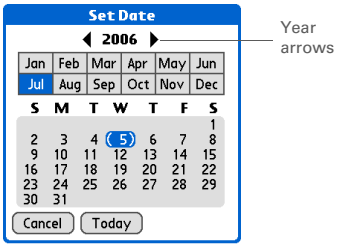
Set the date:

a. Tap the Set Date box.

b. Tap the arrows to select the current year.

c. Tap the current month.

d. Tap the current date.


Set Date
2006
Year arrows
Jan Feb Mar Apr May Jun
Jul Aug Sep Oct Nov Dec
S M T W T F S
1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30 31
Cancel Today

4

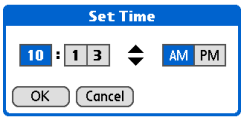
Set the time:

a. Tap the Set Time box.

b. Tap the hour and minute boxes, and then tap the arrows to change them.

c. Tap AM or PM, and then select OK.

NOTE If you're using a 24-hour clock format, you won't see the AM PM options.



5

Select Done.

Done

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Selecting formats for dates, times, and numbers

Would you rather see the time displayed in a 24-hour format, or dates that begin with the month or year? Use the Formats Preferences screen to change these settings and to apply them to all the applications on your handheld.

You can quickly choose the preset formats based on geographic regions where you might use your handheld. For example, in the United Kingdom, time often is expressed using a 24-hour clock. In the United States, time is expressed using a 12-hour clock with an AM or PM suffix. You can use the original preset formats or change them based on your personal preferences.

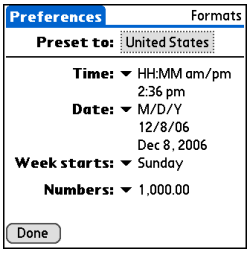
1 Open Formats Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Formats.

↘ Continued



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Tip

The country setting changes only the way the date and time look. It doesn't change your handheld's time to that country's time. To do that, go to **Date & Time Preferences** or to **World Clock**.

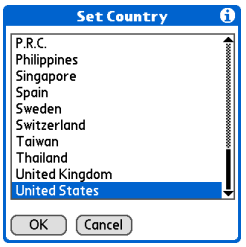
2

Select a country:

a. Tap the Preset to box to open the Set Country dialog box.

b. Select a country.

c. Select OK.



3

[&] OPTIONAL Customize any of the following preset formats:

Time Controls whether the time displays in 12-hour or 24-hour format and which symbol separates the numbers.

Date Controls the sequence in which the day, month, and year appear and which symbol separates the segments.

Week starts Controls whether applications treat Sunday or Monday as the first day of the week.

Numbers Controls the decimal and thousands separator symbols.

4

Select Done.

Done

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Customizing the way you enter information

Your handheld lets you choose how you enter information. You can choose the writing area, choose Graffiti 2 strokes, and create shortcuts to make entering information faster.

Choosing the input area

You can write Graffiti 2 characters in the **input area**, or you can turn on Writing Area Preferences and use the full screen for Graffiti 2 writing; you do not have to write in the input area.

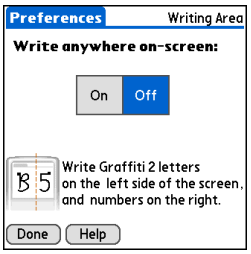
1

Open Writing Area Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Writing Area.



2

Tap one of the following, and then select Done:

On Turns on the full-screen writing area. When you select this option, a check box appears for you to choose if you want to see your strokes as you write.

Off Turns off the full-screen writing area. When you select this option you must use the input area for Graffiti 2 writing.

Done

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Using the full-screen writing area

[!] Before You Begin

Turn on Writing Area Preferences as described in the previous section.

Tip

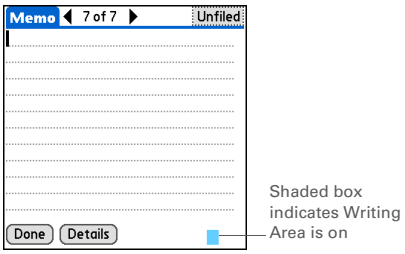
Right after you write a character, your handheld interprets a quick tap on the screen as a period character. If you want to tap a button, either wait a few seconds or temporarily turn off full-screen writing by tapping the shaded box in the lower-right corner. The shaded box changes to a box outline when Writing Area Preferences are off.

1

Open the entry where you want to enter information:

a. **Open an application**.

b. Select a record or tap New.



2

Position the cursor where you want the characters to appear and do any of the following:

- Write lowercase Graffiti 2 letters anywhere on the left side of the screen.
- Write numbers anywhere on the right side of the screen.
- Write uppercase letters in the middle of the screen.
- Write the Punctuation Shift stroke | before writing symbols and other special characters.
- Use buttons and other controls that appear on the screen by tapping and holding the button or control until it activates.

Done

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Customizing Graffiti 2 strokes

There is more than one way to write certain Graffiti 2 characters. Use the Graffiti 2 Preferences screen to select an alternate stroke shape for these characters.

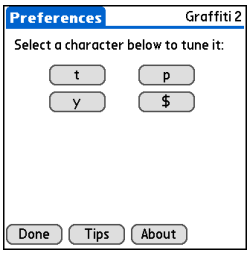
1

Open Graffiti 2 Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Graffiti 2.

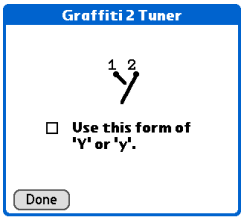


2

Select alternate strokes:

a. Tap a character to view its alternate stroke.

b. Select the check box to use the alternate stroke, and then select Done.



3

Repeat step 2 for each stroke you want to reassign, and then select Done.

Done

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Setting up ShortCuts

Are you looking for a quicker way to enter information on your handheld? Use ShortCuts to define abbreviations for any words, letters, or numbers that you enter often. You can use your ShortCuts anywhere you enter info with Graffiti 2 writing.

1

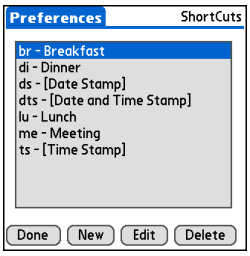
Open ShortCuts Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select ShortCuts.

↘ Continued



✱ **Tip**
You may want to add a space character after the last word in your ShortCut text. This way, a space automatically follows the ShortCut text.

✱ **Tip**
To learn how to use ShortCuts while entering information, see **Writing Graffiti 2 ShortCuts**.

✚ **Did You Know?**
Your ShortCuts are backed up on your computer when you synchronize.

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Tip
The ShortCut Text can be 45 characters long. That's long enough for a name whose spelling you always forget or a complex e-mail address.

2

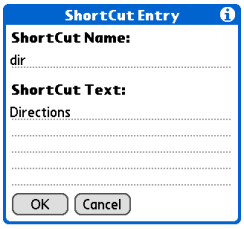
Create a ShortCut:

a. Tap New.

b. On the ShortCut Name line, enter the abbreviation.

c. On the ShortCut Text line(s), enter the text you want to insert when you write the abbreviation.

d. Select OK, and then select Done.



Done

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Changing ShortCuts

After you create a ShortCut, you can modify it at any time.

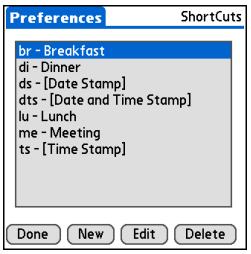
Tip
To delete a ShortCut, open ShortCuts Preferences and select the ShortCut. Tap Delete, tap Yes, and then tap Done.

1 Open ShortCuts Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Shortcuts.



2 Edit the ShortCut:

a. Select the ShortCut you want to change.

b. Tap Edit.

c. Make your changes.

d. Select OK, and then select Done.

Done

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Correcting problems with tapping

Is your screen not responding to taps? Are you getting unexpected results when you tap? For example, when you tap the number keyboard icon, does the Find dialog box open instead? If this happens, it's time to align the screen.

» Key Term
Digitizer Another name for your handheld's screen and the internal circuitry that enables it to respond appropriately to taps.

✱ Tip
If your screen is not responding to taps, use the navigator to open Digitizer Preferences.

» Key Term
Calibration The process of aligning your handheld's touch-sensitive screen so that when you tap an element on the screen, your handheld detects exactly what you want it to do.

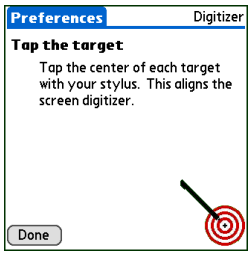
1

Open Digitizer Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Digitizer.


Preferences
Digitizer
Tap the target
Tap the center of each target with your stylus. This aligns the screen digitizer.
Done

2

Tap the targets on the screen as precisely as possible, and then select Done.

NOTE You need to tap at least three targets—maybe more if you don't tap carefully.

Done

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Selecting sound settings

Are sounds too soft or too loud? Set the volume levels for the system, game, and alarm tones, or turn sounds off altogether with the Silent profile.

Tip
You can choose different types of sounds for Calendar, Tasks, and World Clock. Go to the application, **open the Options menu**, and then select Preferences.

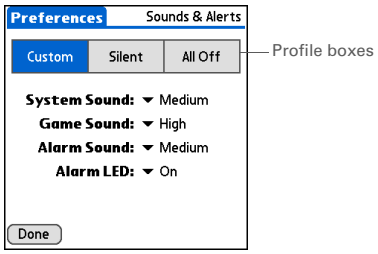
Did You Know?
When you connect a headset to your handheld, the external speaker is automatically silenced, the Sounds & Alerts settings are maintained, and all volume levels are automatically adjusted for use with a headset.

1 Open Sounds & Alerts Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Sounds & Alerts.



2 Select Custom, Silent, or All Off.

3 If you selected Silent or All Off in step 2, select Done.

If you selected Custom in step 2, tap the System Sound, Game Sound, Alarm Sound, and Alarm LED pick lists and select the volume level for each sound; then select Done.

Done

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Entering your owner information

It's a good idea to enter information that could help someone contact you if you ever lose your handheld (if there's enough battery power to turn it on). By default, the Owner Preferences screen contains the information you entered when you installed the CD and set up your handheld, but you can update or add to this information.

Tip
In addition to entering owner information, you can **assign a name to your handheld for Bluetooth communication**.

Did You Know?
If you use Security Preferences to turn off and lock your handheld with a password, your owner info appears the next time you turn on your handheld. See **Keeping Your Information Private** for more info.

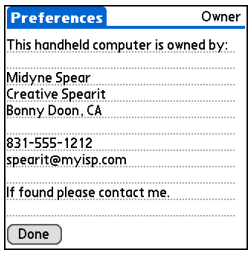
Tip
If you assigned a password in Security Preferences, you must tap Unlock and enter your password to change your owner info.

1 Open Owner Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Owner.



2 Modify or enter the text, and then select Done.

Done

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Conserving battery power

You can save battery power by preventing your handheld from turning on accidentally and by adjusting the Power Preferences settings.

Preventing your handheld from turning on by accident

Does your handheld turn itself on accidentally in your briefcase, pocket, or purse? You can lock the buttons on the front of your handheld to prevent this from happening and to prevent the battery from draining.

Tip
When Keylock is on, your handheld does not respond when you press the application buttons. To use your handheld again, press the power button, and then tap Deactivate Keylock.

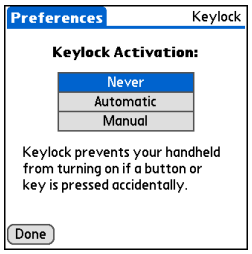
1 Open Keylock Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Keylock.

Continued



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2 Select one of these settings, and then select Done.

Never Keylock always remains off.

Automatic Keylock turns on automatically when you turn off your handheld or when your handheld goes to sleep.

Manual Keylock turns on when you hold down the power button until the system sound confirms that Keylock is on.

Done

Selecting power-saving settings

The Power Preferences screen enables you to set power consumption options.

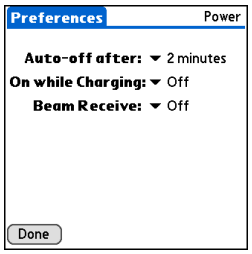
1 Open Power Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Power.

Continued



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2 Tap the pick lists to change any of the following settings, and then select Done.

Auto-off after Select how quickly your handheld automatically turns off after a period of inactivity: 30 seconds, 1 minute, 2 minutes, or 3 minutes.

On while charging Select whether your handheld stays on continuously when it is connected to the power adapter. When this option is off, you can still turn on your handheld to view your info while your handheld charges, but it turns off automatically after a period of inactivity.

Beam Receive Select whether you can receive beamed information on your handheld. Turn this setting on to receive beamed info or turn it off to prevent receiving beamed info.

Done

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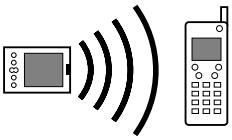
Connecting your handheld to other devices

Connection Preferences let you connect your handheld to other devices. You can use preset connection settings, modify the preset settings, or create your own connection settings from scratch. The list of preset connections varies depending on the applications you've added to your handheld.

For example, you can create a connection between the IR port of your handheld and a modem so that you can dial in to your ISP or corporate network. The modem can be attached to or within a mobile phone or other device containing an IR port. (Some infrared phones can act as modems. To set up a phone connection, you must have a GSM or GPRS mobile phone enabled with data services and a driver for your phone. Check **www.palmOne.com/support/intl** for available phone drivers or contact the phone manufacturer.)



Tip
You can **use your handheld's built-in Bluetooth technology** to connect to other devices without using Connection Preferences.

Key Term
ISP Acronym for Internet service provider. This is the service you use to connect to the Internet, such as AOL, Compuserve, or Earthlink.

Did You Know?
You cannot rename or delete the preset connection settings.

Changing the preset connection settings

The following steps show you how to adjust the communication speed in the preset IR to a PC/Handheld connection setting. You can similarly edit other connections or settings.

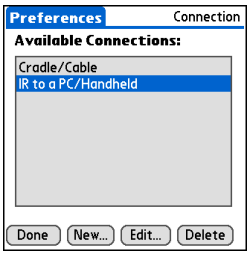
1 Open Connection Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Connection.

Continued



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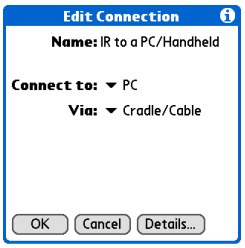
2 Open the Edit Connection dialog box:

a. Select the IR to PC/handheld connection.

b. Tap Edit.



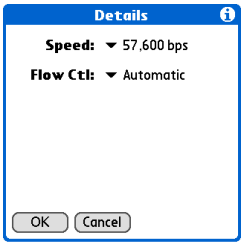
3 Change the speed setting:

a. Tap Details.

b. Tap the Speed pick list and select the appropriate speed.

c. Select OK.

d. Select OK again, and then select Done.



Done

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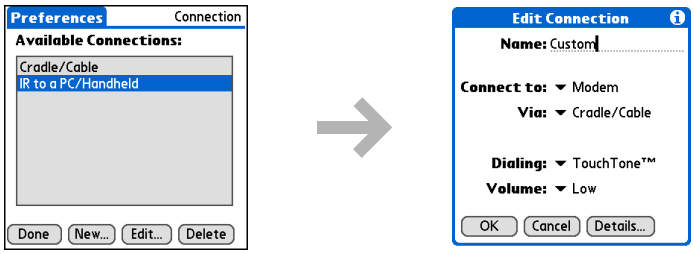
Creating your own connection settings

If none of the preset connection settings are close to what you need, or if you're already using all the connections as they are, you can create a new connection.

Tip
To delete a connection that you created, select it on the Connection Preferences screen, and then tap Delete.

1 From the Connection Preferences screen, tap New.



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Tip
To learn about customizing Bluetooth connection settings, see **Connecting Wirelessly to Other Devices.**

2 Enter the basic settings:

Name Enter a name for your connection settings. This name will appear on the Connection Preferences screen so that you can select your connection later.

Connect to Select the type of device you want to connect to: PC, Modem, or Local Area Network.

Via Select the method you want to use to connect to the device you selected: Bluetooth—the Bluetooth® radio on your handheld; Cradle/Cable—the HotSync cable that came with your handheld; Infrared—the IR port on your handheld.

NOTE The Dialing and Volume settings won't appear unless you select Modem as the Connect to setting.

Dialing Select whether your modem uses TouchTone™ or Rotary dialing.

Volume Select the volume level for you modem's speaker: Off, Low, Medium, or High.

Continued

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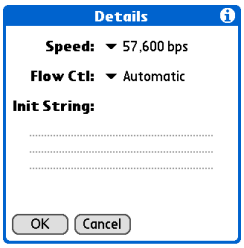
3 Enter the details settings:

a. Tap Details.

b. Tap the Speed pick list and select the appropriate speed.

c. Tap the Flow Ctl pick list and select whether the connection uses flow control:



Automatic Your handheld determines when to use flow control.

On Flow control is always on.

Off Flow control is always off.

d. For a modem connection, enter the initialization string.

e. Select OK.

4 Select OK, and then select Done.

Done

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Connecting your handheld to a mobile phone

Phone Preferences let you configure your handheld to exchange messages and dial phone numbers when your handheld is connected to a GSM mobile phone (sold separately). The GSM mobile phone account must also include data services.

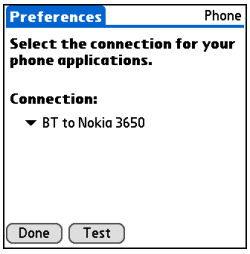
Tip
If your phone doesn't appear on the list, you need to **install the phone settings for your phone** onto your handheld.

1 Open Phone Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Phone.



2 Select the connection:

a. Tap the Connection pick list and select your mobile phone from the list.

b. Tap Test to make sure the settings work with your phone.

c. Tap Done.

Done

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Customizing network settings

Your handheld includes software that lets you connect your handheld to your Internet service provider (ISP) or to a dial-in (remote access) server using a mobile phone. After you configure your network settings, you can establish a connection either by using the menus from the Network Preferences screen or by using a third-party application.

[!] Before You Begin

You need the following:

- A mobile phone with a Bluetooth radio or an IR port (sold separately)
- A wireless service provider account that includes high-speed data services or that supports dial-up connections (additional fees may apply)
- An ISP account or a corporate remote access account (additional fees may apply)
- Connection Preferences settings for your mobile phone enabled with IR or Bluetooth technology

Setting up a service profile

Service profiles store the network settings for your ISP or dial-in server. You can create, save, and reuse service profiles. You can create additional service profiles from scratch or by duplicating an existing profile and editing the information.

1

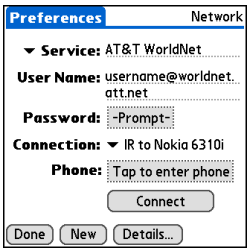
Open Network Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Network.

↘ Continued



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Tip
Instead of creating a new profile, you can copy an existing profile and change the settings. Select the profile you want to copy, and then **open the Service menu** and select Duplicate.

Did You Know?
Most dial-in servers do not accept spaces in the username.

Tip
If you're concerned about security don't enter a password. Just leave the word "Prompt" in the Password box and your handheld will ask you to enter a password each time you log in.

2

Enter the basic settings:

Service Tap the Service pick list and select your ISP or your dial-in server type from the list. If your ISP or server type isn't on the list, tap New and enter a name for the service profile.

User Name Enter your username. This is the part of your e-mail address that's before the @ sign and it's the name that you use when you log in to your ISP or your dial-in server. This field can contain multiple lines of text, but only two lines appear onscreen.

Password Enter the password you use to log in to your ISP or dial-in server, and then tap OK. The word "Assigned" appears in this box and you don't need to enter a password when you log in.

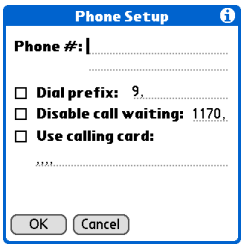
Connection Tap the Connection pick list and select the method you want to use to connect to your ISP or to a dial-in server. See **Connecting your handheld to other devices** for info on creating and configuring connection settings.

3

If you're using a phone or modem connection, enter the phone settings:

a. Tap the Phone box.

Continued



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Tip
It's a good idea to add at least three commas before your calling card number to allow for the cue delay. Each comma delays transmission of your calling card number for two seconds.

Cont'd.

b. Enter any of the following settings, and then tap OK:

Phone # Enter the phone number for your ISP or dial-in server.

Dial prefix Select the Dial prefix check box, and then enter the number that you dial before the telephone number to access an outside line. For example, many offices require that you first dial 9 to dial a number outside the building.

Disable call waiting If your phone has Call Waiting, select the Disable call waiting check box, and then enter the code to disable Call Waiting. Call Waiting can cause your session to end if you receive a call while you are connected. Contact your local phone company for the code that is appropriate for you.

Use calling card If you want to use your calling card when dialing your ISP or dial-in server, tap the Use calling card check box to select it. Enter your calling card number on the Use calling card line.

[!] IMPORTANT Because MCI works differently, enter the MCI calling card number in the Phone # field and the phone number in the Use calling card field.

4 Tap Done.

Done

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Connecting to your service

After you set up your Connection and Network Preferences, establishing a connection to your ISP or your company's network (dial-in server) is easy.

Tip
To see expanded Service Connection Progress messages, press Down on the navigator.To see more information, **open the Options menu** and select View Log.

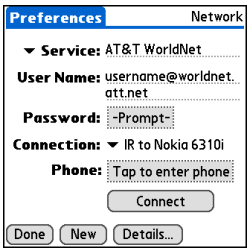
1

Open Network Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Network.



2

Make the connection:

a. Make sure the service profile you want to use appears in the Service field. If not, select it.

b. Tap Connect.

3

End the connection when you're done using it:

a. Tap Disconnect.

b. Select Done.

Done

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Adding details to a service profile

If you're using one of the predefined service profiles, you probably need to enter only your username, password, and telephone number. If you're creating a new service profile, you may need to use the Details dialog box to add more information to your service profile.

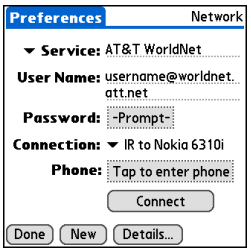
1

Open Network Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Network.



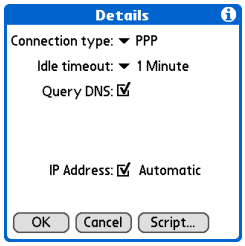
2

Open the Details dialog box:

a. Tap the Service pick list and select the service you want to add details to.

b. Tap Details.

↘ Continued



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» Key Term
DNS Domain name system. The Internet uses this system to translate the names of host computers into IP addresses. A DNS number identifies the server that handles the translation.

Each IP address has four numbers (from 0 to 255) that are separated by periods.

» Key Term
IP Internet protocol. Everyone who logs in to the Internet needs a unique identifier (an IP address). Some networks dynamically assign a temporary IP address upon login while others assign a permanent IP address.

3 Adjust any of the following settings:

NOTE Ask your ISP or system administrator if you need information on any of these settings.

Connection type Tap the pick list and choose the communication protocol for this service: PPP, SLIP, or CSLIP. Most e-mail application use PPP or SLIP protocols.

Idle timeout Tap the pick list and select how long your handheld waits before dropping the connection with your ISP or dial-in server when you switch out of an application that requires a connection: 1 Minute, 2 Minutes, 3 Minutes, or Never.

Query DNS Select the Query DNS check box if you're not sure whether you need to enter DNS addresses. Many systems do not require that you enter DNS addresses. If you do need DNS addresses, deselect the DNS check box, tap the space to the left of each period in the Primary and Secondary DNS fields, and then enter the appropriate sections of each address.

IP Address Select the IP Address check box to use a temporary IP address. Deselect the IP Address check box to enter a permanently assigned address.

4 Select OK, and then select Done.

Done

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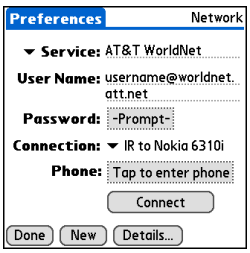
Deleting a service profile

1 Open Network Preferences:

a. Go to the Home screen.

b. Select Prefs.

c. Select Network.



2 Delete the service you want to delete:

a. Tap the Service pick list and select the service you want to delete.

b. **Open the menus**.

c. Select Delete on the Service menu.

d. Tap OK, and then tap Done.

Done

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Creating login scripts

A login script is a series of commands that automates logging in to a network server—for example, your corporate network or your ISP. A login script is associated with a specific service profile created in Network Preferences.

A login script is something that you are likely to receive from your system administrator if you log in to the corporate servers from your handheld using a phone/modem or network connection. The script is generally prepared by the system administrator and distributed to users who need it. It automates the events that must take place to establish a connection between your handheld and the corporate servers.

You can create login scripts by selecting commands from the Command pick list in the Login Script dialog box. Some commands, such as Send, require you to supply additional information. If the command requires additional info, a field appears to the right of the command where you can enter the info.

Tip
Windows You can also create login scripts with a text editor on your desktop computer. Create a file with the extension PNC, and then install the file on your handheld using palmOne™ Quick Install.

Did You Know?
Your login scripts can also use non-ASCII and literal characters.

1

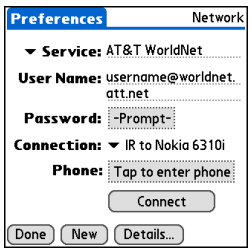
Open Network Preferences:

a. Go to the Home screen.

b. Select Prefs .

c. Select Network.

Continued



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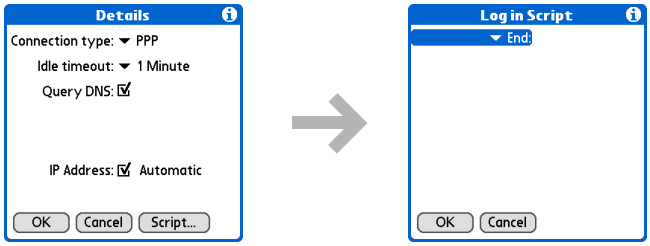
2 Open the Login Script dialog box:

a. Tap the Service pick list and select the service you want to add a script to.

b. Tap Details.

c. Tap Script.



3 Tap the End pick list and select one of the following commands from the list:

Wait For Tells your handheld to wait for specific characters from the server before executing the next command.

Wait For Prompt Detects a challenge-response prompt coming from the server, and then displays the dynamically generated challenge value. You then enter the challenge value into your token card, which in turn generates a response value for you to enter on your handheld. This is a two-part command which is separated by a vertical bar (|) on the input line.

↘ Continued

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Cont'd.

Send Transmits specific characters to the server that you're connecting to.

Send CR Transmits a carriage return or line feed (LF) character to the server.

Send User ID Transmits the User Name field from Network Preferences.

Send Password Transmits the Password field from Network Preferences. If you didn't enter a password, this command prompts you to enter one. The Password command is usually followed by a Send CR command.

Delay Tells your handheld to wait a specific number of seconds before going to the next command in the login script.

Get IP Reads an IP address and uses it as the IP address for your handheld. This command is used with SLIP connections.

Prompt Opens a dialog box and prompts you to enter certain text (for example, a password or a security code).

GPRS Sets up GPRS connections on various wireless networks. You should not have to use these commands.

End Identifies the last line in the login script.

↘ Continued

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4 Complete the script:

a. Repeat step 3 until the login script is complete.

b. Select OK, and then select OK again.

c. Select Done.

Done

Adding plug-in applications

You can create plug-in applications containing script commands that extend the functionality of the built-in script commands. A plug-in application is a standard PRC application that you install on your handheld just like any other application. After you install the plug-in application, you can use the new script commands in a login script.

For example, you might use a plug-in application in the following situations:

- You need the login script to properly respond to different connection scenarios defined by the authentication server.
- You want to perform conditional tests and branching as part of the login process.

Tip
For more info on creating plug-in applications, contact Developer Support at PalmSource.

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Plug-in applications have the following characteristics:

- Written in C language
- Compiled into a device executable
- Called properly from a login script
- Able to return control to a login script after it terminates
- Created using a development environment that supports Palm OS® software, such as Metrowerks CodeWarrior tools.

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Support
If you're having problems with customization or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click the link below to learn about these related topics:

Exploring	Locating the input area and other controls on your handheld
Moving Around	• Opening applications • Using menus
Entering Information	• Using Graffiti 2 writing to enter information • Using ShortCuts to quickly enter text phrases
Photos	Copying photos to your handheld or an expansion card
Bluetooth	Customizing Bluetooth communication settings
Privacy	Keeping information private by locking your handheld with a password
Categories	Creating categories so you can organize your applications and information
World Clock	Viewing the date and time in other cities

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Maintaining Your Handheld

Your handheld is designed to be rugged and reliable and to provide you with years of trouble-free service. Taking care of your handheld helps keep it working properly and ensures that it's available when you need it.

Handheld do's and don'ts

To protect your handheld from damage and ensure reliable performance, follow these guidelines.

Handheld do's

- Use the carrying case that came with your handheld. It provides protection if your handheld is accidentally dropped.
- Use only the stylus to tap the screen—no pens, pencils, paper clips, or other sharp objects.
- Use only the supplied power adapter to charge your handheld.
- **Keep the battery charged**.
- Keep the screen free of dust (or anything else that could make it dirty).
- For general cleaning, use a soft, damp cloth. If the screen becomes dirty, use a soft cloth moistened with a diluted window-cleaning solution.

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- Use only 3.5 mm stereo headphones in your handheld's headphone jack.
- Be sure to **get rid of any static electricity buildup** before you connect your handheld to any cable or accessory.

Handheld don'ts

- Do not drop, bang, or otherwise cause a strong impact to your handheld.
- Do not carry your handheld in your back pocket; you might sit on it by mistake.
- Do not let your handheld get wet; don't even leave it in a damp location.
- Do not expose your handheld to very hot or cold temperatures, including placing it near a heater, leaving it in a car, or setting it by a window in direct sunlight.

Resetting your handheld

On rare occasions your handheld may not respond when you press a button or tap the screen. In this case, you need to reset your handheld.

Doing a soft reset

A soft reset tells your handheld to stop what it's doing and start over again. None of your information will be lost. After a soft reset, a screen appears that lets you reset the date and time, if needed.

To do a soft reset, use the tip of the stylus (or similar object *without* a sharp tip) to gently press the reset button inside the hole on the back panel of your handheld.

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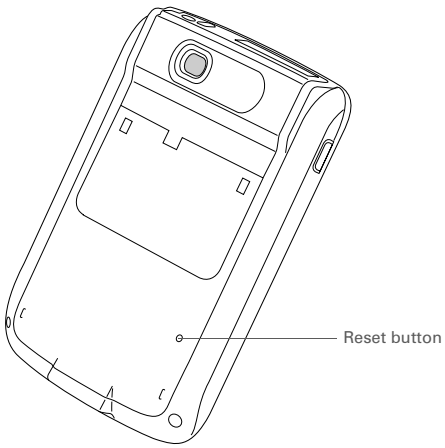

If a soft reset does not unfreeze your handheld, you need to do a hard reset.

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Doing a hard reset

Only do a hard reset if a soft reset doesn't solve your problem, or if you want to clear all of your information from your handheld.

[!] **IMPORTANT A hard reset deletes all records and entries stored on your handheld, including the username that identifies the handheld. Before you do a hard reset, be sure to synchronize.**

1 Press and hold the power button.

2 While holding the power button, use the tip of the stylus (or a similar object *without* a sharp tip) to gently press and release the reset button inside the hole on the back of your handheld.

3 Wait for the Palm Powered™ logo to appear, then release the power button.

4 When you see the message that warns you about erasing all of the info on your handheld, do one of the following:

- Press Up on the navigator to finish the reset and show the Digitizer screen.
- Press any other button to do a soft reset.

Done

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Restoring your information after a hard reset

If you synchronized before doing a hard reset, you can now put that information back on your handheld. However, you may need to re-enter some of your **personal settings**, as well as your **color-coded categories** in Calendar.

WINDOWS ONLY

1 Open the Custom menu in the HotSync® application:

a. Click the HotSync Manager icon in the taskbar in the lower-right corner of the screen.

b. Click Custom.

2 Select the correct username from the list at the top of the box.

↘ Continued

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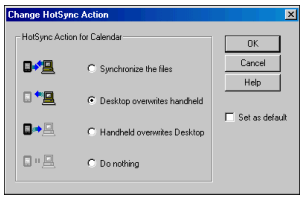
3 Set the transfer options:

a. Select an application in the Conduit list, and then click Change.

b. Select Desktop overwrites handheld.



NOTE This change applies only to the next synchronization.

c. Click OK.

4 Repeat step 3 for the other applications in the list that you want to restore, and then click Done.

5 **Synchronize your handheld with your computer**.

Done

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Support
If you're having problems with resets or with anything else on your handheld, go to **www.palmOne.com/support/intl**.

Related topics

Click a link below to learn about these related topics:

Synchronizing	Creating a backup of your information
Customizing	Customizing your handheld again after doing a hard reset

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Common Questions

Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions.

Setup

Nothing happens when I insert the CD.

WINDOWS ONLY

1. Click Start on your computer, and then select Run.
2. Click Browse and navigate to your CD-ROM drive.
3. Select Autorun, click Open, and then click OK.

I cannot install Palm Desktop software.

WINDOWS ONLY

- Disable any virus-scanning software on your computer.
- Close any open applications.
- Make sure your computer has at least 60MB of disk space available.
- Delete all temporary files.

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- Run ScanDisk (or another disk verification tool) on your computer.
- Install the latest Windows software updates to your computer.
- If you are upgrading from an older Palm OS® handheld, remove any previous version(s) of Palm® Desktop software by clicking Start, navigating to Settings, and clicking Control Panel. Click Add or Remove Programs.
- Uninstall and then reinstall the current version of Palm Desktop software.

MAC ONLY

- Disable any virus-scanning software on your computer.
- Quit any open applications.
- Make sure your computer has at least 60MB of disk space available.
- Install the latest Mac software updates to your computer.
- If you are upgrading from an older Palm OS® handheld, remove any previous version(s) of Palm Desktop software.
- Uninstall and then reinstall the current version of Palm Desktop software.

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Handheld

[!] IMPORTANT Do not open your handheld; there are no serviceable parts inside. Opening your handheld voids the warranty and is not recommended under any circumstances.

I want to see how much battery life I have left.

A battery gauge appears at the top of the Home screen. Check the gauge periodically to see if your handheld needs to be recharged. If the battery becomes low, a message appears on the screen prompting you to recharge the battery.

I'm not sure when I need to recharge my handheld.

We recommend that you recharge your handheld for at least half an hour every day. Ideally, connect your handheld to a power source every night and recharge it while you sleep.

My battery is drained.

If the battery is drained to the point that you cannot turn on your handheld, your information is safely stored for approximately five days. In this case, there is enough residual energy in the battery to store the information but not enough to turn on your handheld. If your handheld does not turn on when you press the power button, you should recharge it immediately, for a few hours.

My battery drains too quickly.

You can conserve battery life by doing any of the following:

- Reduce the **brightness** of the display.
- Reduce the **Auto-off after** interval.
- Use Keylock Preferences to **prevent your handheld from being turned on accidentally**.
- Minimize use of the expansion card slot.

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- **Turn the Bluetooth® feature off** when you're not using it, or turn the **discoverable setting to off**.

When I connect my handheld to the power adapter, it does not charge.

- Confirm that your handheld is firmly connected to the power adapter.
- Confirm that your power adapter is plugged into an AC outlet that has power.

A lightning bolt over the battery icon indicates that your handheld is charging.

- If you have not used your handheld for a long period, such as an extended vacation, the battery may not contain enough charge to power the indicator light. After your handheld has recharged, the indicator light will function normally.

My handheld is frozen.

On rare occasions your handheld may not respond when you press a button or tap the screen. In this case, you need to reset your handheld. A **soft reset** tells your handheld to stop and start over again. This does not affect any of the information or applications on your handheld.

NOTE If you had a network connection that was cut off, your handheld may appear to be frozen for up to 30 seconds. Wait 30 seconds before performing a soft reset.

If a soft reset does not unfreeze your handheld, you need to **perform a hard reset**.

If your handheld continues to freeze after a reset, check your third-party applications for **incompatible applications**.

Tip
After a soft reset, the Preferences screen appears with the Date & Time option highlighted so you can reset the date and time if necessary.

Tip
When you purge or delete items, you are given the option to save an archive copy on your computer the next time you **synchronize**.

I don't see anything on my handheld's screen.

- Press an application button to ensure that your handheld is turned on.
- If your handheld was exposed to cold, make sure it is at room temperature.

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- Charge your handheld.
- **Perform a soft reset**. If your handheld still doesn't turn on, **perform a hard reset**.

I get a warning message telling me my handheld memory is full.

- If you have installed additional applications on your handheld, **remove them** to recover memory.
- **Purge items** from Calendar and Tasks. This deletes Tasks items and past Calendar events from the memory of your handheld.
- **Delete unused memos, photos, and other items**, or save them to an **expansion card**.

My handheld keeps turning itself off.

Your handheld is designed to turn itself off after a period of inactivity. This period can be set at 30 seconds or at one, two, or three minutes. Check the Auto-off after setting on the **Power Preferences** screen.

My handheld is not making any sounds.

Check the **System, Alarm, and Game Sound** settings.

My handheld's indicator light is not blinking when alarms occur.

Check the **Alarm indicator light** setting.

The current date and time are incorrect.

The current date and time are tied to the Location setting. If you **change the date and time** without **changing the Location setting**, the current date and time may appear incorrect.

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Moving around

I can't find the icon I want on the Home screen.

- Tap the pick list in the upper-right corner of the Home screen and select All. You may need to scroll down a bit, but you should now see an icon for each of the applications on your handheld.
- Some of the applications that come with your handheld are not preinstalled. You need to **install these extra applications from the CD**.
- If you have an **expansion card** inserted in the expansion slot on your handheld, the application you want may be installed on the card instead of on your handheld. To view the applications installed on the card, tap the pick list in the upper-right corner of the Home screen and select the expansion card's name from the list.

Entering information

My handheld doesn't respond to taps correctly.

If your handheld is not responding to taps correctly, you need to **align the screen**.

When I tap the Menu icon, nothing happens.

- **Align the screen** and try tapping the Menu icon again.
- If nothing happens, you may be in an application or screen that does not use menus. Switch to a different application and try tapping the Menu icon. If it works in the second application, then the first does not use menus.
- If the Menu icon does not respond to taps in the second application, try aligning the screen again.

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I can't get my handheld to recognize my handwriting.

For your handheld to recognize handwriting input with the stylus, you need to use **Graffiti® 2 writing**. Use the Graffiti 2 help to learn how to write characters.

NOTE Your handheld recognizes your own personal handwriting in the Note Pad application only.

- Make the Graffiti 2 character strokes in the Graffiti 2 input area, not on the display part of the screen. If you want to write on the display part of the screen, **turn full-screen writing on**.
- Write Graffiti 2 strokes for lowercase letters in the left side, strokes for capital letters in the middle, and strokes for numbers in the right side of the Graffiti 2 writing area.
- Make sure that Graffiti 2 is not in shift mode.
- Make sure that Graffiti 2 is not in Punctuation Shift mode.

The info I entered does not appear in an application.

- Check the Categories pick list in the upper-right corner of the application screen. Select All to display all the records for the application.
- Did you set private records to be hidden? Check **Security Preferences** to see that Private Records is set to Show private records.
- Open the Options menu and select Preferences. Make sure Show Completed Tasks is selected.

I don't know how to save the info I entered in an application.

Each time you complete an entry such as a contact, memo, or note, your handheld automatically saves the information you entered. You don't have to do anything special to save your info. To protect your info and create a backup of your info, we recommend that you **synchronize your handheld with your computer** often.

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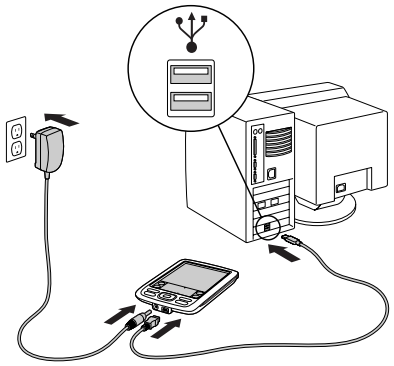
Synchronizing

I can't synchronize my handheld with my computer.



- Make sure the HotSync® cable is connected securely.
- Make sure the date on your computer matches the date on your handheld.
- Read the **HotSync log** for the user account for which you are synchronizing.

WINDOWS ONLY

Click the HotSync Manager icon in the Windows taskbar in the lower-right corner of your screen. Make sure Local USB has a checkmark next to it. If not, click it.

NOTE If you don't see the HotSync Manager icon, click Start on the Windows taskbar, and then select Programs. Go to the Palm Desktop program group and select HotSync Manager.

MAC ONLY

- Make sure HotSync Manager is enabled: Open the palmOne folder and double-click the HotSync Manager icon. On the HotSync Controls tab, be sure Enabled is selected. If it is not, click it.
- Disconnect the HotSync cable from your computer, and then reconnect the cable and restart your computer.

Tip
Need more help with synchronizing your handheld? Open Palm Desktop software, go to the Help menu and select HotSync Online Troubleshooting Guide.

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When I tap to synchronize, nothing happens on Palm Desktop software, and my handheld times out.

- **Perform a soft reset**.
- Make sure that **HotSync manager is running** on your computer.
- Make a copy of the folder containing your information. This folder is named with either your full username or a shortened version of the name. Uninstall and then reinstall Palm Desktop software.
- Turn on your handheld, and go to the Home screen. Select HotSync, and then tap Local.

I can't synchronize my handheld with Microsoft Outlook.

WINDOWS ONLY

NOTE If you choose to synchronize your handheld with Outlook, information from Contacts, Calendar, Tasks, and Memos is synchronized with Outlook. Other information, such as photos, videos, voice memos, and notes, is synchronized with Palm Desktop software.

- Click the HotSync Manager icon and select Custom. Check the following:
  - Make sure that you have the correct username selected from the drop-down list.
  - Make sure that the applications you want are set to synchronize the files. If not, select each application, click Change, and then choose Synchronize the files.
  - Make sure that the correct application name is selected. For example, the older version of Calendar was called Date Book. If you have upgraded from an older handheld, make sure that that Calendar is set to Synchronize the files, and Date Book is set to Do Nothing.
  - If you synchronize your handheld with more than one computer, click Settings and select Enable synchronization to multiple PCs for each application you want to synchronize. This helps avoid duplicating the same information on a single computer.

NOTE Click the Set as default check box to use this setting each time you synchronize. Otherwise, it applies during the next synchronization only.

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- Be sure that the application you want is installed. Reinstall the HotSync Manager and make sure that the application is selected.
- Reinstall Palm Desktop software and select the option to synchronize with Microsoft Outlook.

I can't synchronize wirelessly using my handheld's Bluetooth® technology.

Make sure that Bluetooth communication is enabled on both your handheld and your computer.

When you synchronize wirelessly, your handheld attempts to connect to a Bluetooth virtual serial port on your computer. First it looks for a Bluetooth serial HotSync port. If it cannot find that port, it then looks for a generic Bluetooth serial port. However, some generic Bluetooth serial ports do not support synchronization.

Your handheld may not be able to recognize the virtual serial port on your Windows computer. Try validating the virtual serial port you're using, or create a different virtual port and change the HotSync Manager settings to use the new virtual port. Refer to the documentation that came with your computer operating system for instructions on creating/changing the virtual port for serial communication.

Some computers have a dedicated virtual serial port number, such as COM5, and other computers enable you to choose a port number, such as COM8 or COM12. Refer to the documentation that came with your computer for information on dedicated versus flexible virtual ports.

If the virtual serial port you want to use is used by other applications, exit those applications before setting up your computer for wireless synchronization.

One or more of my applications does not synchronize.

If you have synchronized successfully but you can't find the information from your handheld on your computer, check to see that you have the correct username selected for viewing data.

NOTE If you upgraded from a previous handheld, go to **www.palmOne.com/support/intl**, select your country, select the Zire™ 72 handheld from the main page, and click the Upgrade link.

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WINDOWS ONLY

Click the HotSync Manager icon in the lower-right corner of your screen, and then select Custom. Check that the application is set to synchronize the files. If it is not, select the application, click Change, and then choose Synchronize the files. Click the Set as default check box to use this setting each time you synchronize. Otherwise, it applies during the next synchronization only.

MAC ONLY

Double-click the HotSync Manager icon in the palmOne folder. From the HotSync menu, select Conduit Settings. Select your username from the User pop-up menu, and be sure that the application is set to synchronize.

I can't open the HotSync Manager.

Make a backup copy of your Palm Desktop data by opening the palmOne (Windows) or Palm (Mac) folder on your computer, selecting the folder with your username, copying the folder to another location, and then renaming the folder. Then reinstall Palm Desktop software.

When I synchronize, I receive the 8009 error message: An application has failed to respond to a HotSync notification.

WINDOWS ONLY

The 8009 error indicates that the Windows registry is corrupt. You need to rebuild the HotSync Manager registry entries. For information on rebuilding the registry entries, go to **www.palmOne.com/support/intl** and search the palmOne Knowledge Library for "error 8009."

My files didn't install during synchronization.

- If files do not install after you synchronize, the file type was not recognized. On your handheld, open the application associated with those files. Then synchronize again. If the files remain in the palmOne™ Quick Install list, they are not associated with an application on your handheld and cannot be installed.

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- If you are trying to install files to an expansion card, make sure that a card is inserted into your handheld's expansion slot before you synchronize.

I can't add more files to the palmOne™ Quick Install list.

Make sure the dialog box that confirms where the files will be installed is closed. You cannot add more files to the list when the confirmation dialog box is open.

When I add a zipped file (ZIP) to Quick Install, no files appear in the Quick Install list.

Unzip the file with a file compression utility, such as WinZip, and then add the unzipped files to Quick Install.

I can't synchronize using the IR port.

- On your handheld, be sure the HotSync application is set to Local, with the option IR to PC/Handheld.
- Be sure the IR port of your handheld is aligned directly opposite to, and within a few inches of, the infrared device of your computer.
- Synchronizing using the IR port does not work after you receive a low battery warning. Recharge your handheld.
- Set some applications to Do Nothing to speed synchronization. IR synchronization speeds can be slow. Synchronizing with photos, MP3, or video files can take up to an hour or more.

WINDOWS ONLY

- On a computer running Windows 98, be sure that the HotSync Manager is running, that **Infrared is selected** on the HotSync Manager menu, and that the Serial Port for local operations is set to the simulated port for infrared communication.
- On a computer running Windows 2000/ME/XP, **select Infrared** in the HotSync Manager.

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MAC ONLY

Make sure the infrared communications extensions have been installed in the Extensions folder inside the System folder. Next, open the HotSync Software Setup window, and be sure that **HotSync Manager is enabled** and that the **Local Setup Port is set to Infrared Port**.

I do not see an infrared option when I open HotSync Manager.

First check your computer's documentation to see if your computer supports IR communication. If it does not, you cannot synchronize your handheld with your computer using the IR port.

If your computer does support IR communication, follow these steps:

1. Click the HotSync Manager icon in the taskbar in the lower-right corner of your screen.
2. Make sure that Local Serial is selected.
3. Select Setup.
4. Click the Local tab.
5. In the Serial Port drop-down box, select the port your computer uses for infrared communication. See the documentation for your operating system for instructions on finding this port. This information is usually located in the Control Panel.
6. Click OK.

My handheld displays the message "Waiting for sender" when it's near my computer's infrared port.

- Your computer's infrared port may be set to search automatically for the presence of other infrared devices. Consult the documentation for your operating system for information about turning off this option.
- In most cases, simply moving your handheld away from the computer's infrared port solves the problem.

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My handheld appears to freeze when I place it near my computer.

Move your handheld away from the computer's infrared port.

I receive an authentication error when I try to synchronize wirelessly through a LAN access point.

Make sure you entered the correct username and password for the selected network service profile in the **Network Preferences** screen.

When I try to synchronize wirelessly through a LAN access point, it connects, but nothing happens.

- Make sure that Network is selected on the HotSync Manager menu on your computer.
- Contact your system administrator to make sure your network computer is properly set up.

I want to synchronize my computer with more than one handheld.

If the computer running Palm Desktop software synchronizes with more than one handheld, each handheld should have a unique name. Synchronizing more than one handheld with the same username causes unpredictable results and, potentially, loss of your personal information. Assign a username to your handheld the first time you synchronize.

If you are synchronizing with Outlook, make sure the right profile is selected for the applications you want to synchronize in HotSync Manager. From the Palm Desktop home screen, click the HotSync Manager, and then select Custom.

Calendar

I tapped the Today button, but it does not show the correct date.

Make sure the Set Date box on the **Date & Time Preferences** screen displays the current date.

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I created an event, but it doesn't appear in the Week View.

- If scroll arrows appear on the right of your screen, scroll down to see if the event appears further down the screen.
- If you have two or more events with the same start time, the first event created appears as a gray bar, and any subsequent conflicting events appear as a single red bar. To see the overlapping events select the Day View. For more information, see **Spotting event conflicts**.
- If you marked the event as private, check **Security Preferences** to see that Private Records is set to Show private records.

Memos

I'm having problems listing memos the way I want to see them.

If you cannot manually arrange the order of memos on the list screen, open the Options menu and select Preferences. Make sure that Sort by is set to Manual.

If you choose to view your memos alphabetically on Palm Desktop software and then synchronize, the memos on your handheld still appear in the order defined in the Preferences setting. In other words, the sort settings you use with Palm Desktop software are not transferred to your handheld.

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Notes

I'm having problems listing notes the way I want to see them.

If you cannot manually arrange the order of notes on the list screen, select Preferences from the Options menu and make sure that Sort by is set to Manual.

If you choose to view your notes alphabetically on Palm Desktop software and then synchronize, the notes on your handheld still appear in the order defined in the Preferences setting. In other words, the sort settings you use with Palm Desktop software are not transferred to your handheld.

RealOne

I would like better-quality sound during playback.

You can save music files in either MP3 or RMJ format. RMJ is a proprietary format used by the RealOne desktop. In either case, saving at a lower bit rate creates a smaller file size, but also gives a lower playback quality. Increase the bit rate to improve playback sound quality, but remember that this increases file size.

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When I save songs from a CD, I do not see the song title or artist name.

When capturing songs from a CD, you must have an active Internet connection to obtain song title and artist information. This information is supplied from the GraceNote server on the web.

Tasks

The info I entered does not appear in an application.

- Open the Options menu and select Preferences. If Show Completed Tasks is selected, deselect it to display the missing tasks.
- If you marked the task as private, check **Security Preferences** to see that Private Records is set to Show private records.

Voice Memo

I'm having problems listing voice memos the way I want to see them.

If you cannot manually arrange the order of voice memos on the list screen, select Preferences from the Options menu and make sure that Sort by is set to Manual.

If you choose to view your voice memos alphabetically on Palm Desktop software and then synchronize, the voice memos on your handheld still appear in the order defined in the Preferences setting. In other words, the sort settings you use with Palm Desktop software are not transferred to your handheld.

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Connecting wirelessly

My passkey is rejected when I attempt to form a trusted pair with my mobile phone.

Some mobile phones require that you enter the passkey within a specific time frame. Make sure you have a passkey in mind and that you enter it immediately when prompted.

If your passkey is rejected, your phone may have a preassigned passkey; see the documentation included with your phone for information. The documentation might refer to a Bluetooth connection as a Bluetooth pair, Bluetooth link, or bonded pair.

If you need additional information about pairing your phone and handheld, refer to the Phone Pairing Handbook at **www.palmOne.com/support/intl**.

My handheld cannot connect to my mobile phone.

Use the following steps to test the connection:

1. Draw the Graffiti® 2 writing Command stroke and select the Bluetooth indicator to open the Bluetooth settings screen. You can select the indicator even if it is dimmed.
2. Make sure On is selected.
3. Tap the Service pick list and **select the service** that you want to use to connect to your phone.
4. Tap Connect.

If the connection is successful, open the application that requires the connection and complete the desired task.

If the connection is not successful, try the following steps:

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- Make sure that your phone is equipped with Bluetooth technology, that Bluetooth is enabled, and that the power is on.
- You may need to **set up a connection with your phone**. See the documentation included with your phone for assistance with completing the connection setup process. If you need additional information about connecting your phone, refer to the Phone Pairing Handbook at **www.palmOne.com/support/intl**.

My phone connection drops before I finish using it.

You need to increase the Idle timeout setting on the **Network Preferences Details** screen.

I get an error message when I try to dial a phone number using my handheld.

- Make sure that the **proper phone driver is installed** on your handheld.
- You may need to **set up a connection with your phone**. See the documentation included with your phone for assistance with completing the connection setup process. If you need additional information about connecting your phone, refer to the Phone Pairing Handbook at **www.palmOne.com/support/intl**.
- Check the **Phone Preferences** screen and make sure the correct phone connection is selected.

VersaMail

I am having problems accessing my account.

Occasionally you may experience problems using an e-mail account after you set it up. If you followed the **account setup procedure** and are experiencing problems using the account, verify that the account complies with your e-mail provider's requirements by following these steps:

- Verify both your password and your username for your e-mail account.

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- If you are connecting using a mobile phone through the built-in Bluetooth technology on your handheld, a cable, or the IR port on your handheld, verify that you have either a data-enabled GSM or a high-speed GPRS account with your wireless service provider.
- Some wireless service providers require you to be on their network to use your e-mail account. If this is the case, be sure to use your provider's network as the connection type for the account.
- Some wireless service providers have other requirements specific to their service. For example, Yahoo! requires you to set up POP mail forwarding for your Yahoo! account to download e-mail messages to your handheld. Check with your service provider to see if any provider-specific requirements exist.
- Service provider settings frequently change. If your e-mail account was working, but you are currently experiencing problems, check with your service provider to see if any of the account settings have changed.

I am having problems sending and receiving e-mail

Short periods of time when e-mail is unavailable are common due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or e-mail service provider to verify that the service is working properly.

My auto get mail is not working.

- If auto get is occurring and you turn your handheld off or the connection to your e-mail service provider is disconnected, the auto get fails.
- If you are attempting an auto get over a network, you must be in range of a network access point for the auto get to work.

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I can receive e-mail fine, but am having problems sending e-mail

If you are able to receive e-mail messages but cannot send them, try these steps, in turn:

- Make sure your ISP or e-mail provider allows you to access e-mail on a wireless handheld. Several providers, like Hotmail, do not offer this option at all; other providers require an upgrade to access e-mail on a wireless handheld.
- **Turn on ESMTP**. Many services require authenticated access to use their SMTP servers, or ESMTP.
- **Enter the name of a different outgoing mail server** for sending mail. Many ISPs, such as cable companies, require that you have an Internet connection to their network to send e-mail through their servers. In this case, you can almost always receive e-mail from these accounts, but if you want to send e-mail, you must send it through another server.

I am having difficulty sending and receiving mail using a synchronize-only account.

Make sure you have chosen the same settings for the account on both your handheld and your computer. For example, if the account is set up on your handheld to use the POP protocol, check the HotSync Manager on your computer to make sure that POP is selected as the protocol for that account.

My vCard or vCal e-mail attachment isn't forwarding correctly.

WINDOWS ONLY

Palm Desktop software provides several features that work with e-mail client software on a Windows computer. For these features to work correctly, the e-mail client software must be properly set up. Follow these steps to check the settings:

1. Click Start on your computer, and then select Settings.
2. Select Control Panel.

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3. Select Internet Options, and then click the Programs tab.

4. Make sure that the E-mail field is set to the correct e-mail client software.

5. Click OK.

6. Start the e-mail client software and make sure it is configured as the default MAPI client. Consult the documentation for your desktop e-mail application for more information.

Privacy

I forgot the password, and my handheld is not locked.

First, use the password hint to try to remember the password. If this doesn't help or if you do not have a password hint, you can use **Security Preferences** to delete the password, but your handheld deletes all entries marked as private. However, if you synchronize before you delete the password, the synchronization process backs up all entries, whether or not they are marked private. Then you can follow these steps to restore your private entries:

1. Tap Lost Password in Security Preferences and tap in the password box to remove the password and delete all private records.

2. Synchronize your handheld with your computer again.

I forgot the password, and my handheld is locked.

First, use the password hint to try to remember the password. If this doesn't help or if you do not have a password hint, you must **perform a hard reset** to continue using your handheld.

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Sharing

I can't beam information to another handheld or other device.

NOTE Depending on the receiving handheld model, not all information may be sent correctly.

- If you are beaming to another Palm OS® handheld, confirm that your handheld and the other handheld are 4 to 39 inches (approximately ten centimeters to one meter) apart and that the path between the two handhelds is clear of obstacles. Beaming distances to other devices with an IR port may be different.
- Move your handheld closer to the receiving device.
- Make sure the receiving device has **beam receive enabled**.
- **Perform a soft reset** on both your handheld and the receiving device.

When someone beams information to my handheld, it doesn't receive the info.

- If you are receiving info from another Palm OS® handheld, confirm that your handheld and the other handheld are 4 to 39 inches (approximately ten centimeters to one meter) apart and that the path between the two handhelds is clear of obstacles. Beaming distances to other devices with an IR port may be different.
- Move your handheld closer to the sending device.
- Make sure your handheld has **beam receive enabled**.
- **Perform a soft reset** on both your handheld and the receiving device.

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When someone beams data to my handheld, I get a message telling me it is out of memory.

- Your handheld requires at least twice the amount of memory available as the data you are receiving. For example, if you are receiving a 30KB application, you must have at least 60KB free.
- **Purge old Calendar events** and **delete unused or unnecessary applications**.

I cannot send data to another Bluetooth device.

- Make sure that Bluetooth communication is enabled on both your handheld and the other device.
- Make sure that the receiving device has a compatible Bluetooth application installed.
- The receiving device must be within range of your handheld, approximately 25-30 feet (8-10 meters).

Problems with incompatible applications

palmOne, Inc. works with developers of third-party add-on applications to ensure the compatibility of these applications with your handheld. Some third-party applications, however, may not have been upgraded to be compatible with your handheld.

Possible symptoms of incompatible applications include:

- Fatal errors needing resets
- Frozen handheld requiring a reset
- Slow performance
- Abnormal screen display or uneven sound quality

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- Problems using Bluetooth or other features
- Problems opening an application
- Problems synchronizing

You can determine whether an incompatible application is causing problems by **deleting the application** and then operating your handheld.

After you have deleted the application, try to replicate the operation that created the error. If removing the application solves your problem, contact the application developer for a solution.

Finding a third-party application that is causing a problem

If you have multiple third-party applications installed on your handheld or have upgraded from an earlier model of a Palm OS® handheld, perform the following procedure to remove all third-party applications from your handheld. Once you have removed all of the third-party applications, you can install one application at a time to determine which application is causing the problem.

The following procedures erase all data from your handheld. Before removing the applications, **synchronize** to back up your data.

1. Open the palmOne folder on your computer.
2. Open the user folder for your handheld. User folder names are often abbreviated as lastname firstinitial.
3. Select and drag the Backup folder to the Windows desktop. Make sure you see the Backup folder on the Windows desktop.
4. Close the palmOne folder.
5. **Perform a hard reset**, and then synchronize your handheld with your computer.
6. Operate your handheld and try to replicate problem operations.

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7. Do one of the following:

- If your handheld still has problems, review this Common Questions section for solutions to the problem. Fix the problem before reinstalling the third-party applications.
- If your handheld no longer has problems, install the third-party applications one application at a time using the following procedure:

  a. Open the Backup folder you moved to the Windows desktop in step 3.

  b. Double-click a PRC file. The palmOne™ Quick Install window opens with the PRC file listed.

  c. Click Done.

  d. Synchronize your handheld with your computer.

  e. Operate your handheld and try to replicate problem operations.

  f. Do one of the following:

  - If installing the application re-creates your problem, remove the application and contact the application developer for a solution. Continue to reinstall your applications one application at a time to make sure another application is not creating a problem.

  - If installing the application does not cause a problem, go to step a and reinstall another application.

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CHAPTER 30

Getting Help

This guide is meant to tell you everything you need to know to set up, customize, and use your handheld. However, you may occasionally run into an issue that is not addressed in this guide. Here are some resources to help you if that happens.

Self-help resources

If you run into a problem with your handheld, be sure to check these resources first:

- Answers to **common questions** about your handheld and its features
- The Palm Desktop online Help
- The *Palm Desktop Software for the Macintosh User's Guide* located in the Documentation folder on your installation CD
- The palmOne™ Knowledge Library, accessible at **www.palmOne.com/support/intl**
- The most recent palmOne Zire™ 72 handheld HelpNotes on your regional web site

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Technical support

If, after reviewing the self-help resources, you cannot solve your problem, go to **www.palmOne.com/support/intl** or send an e-mail to your regional Technical Support office.

Before requesting technical support, please experiment a bit to reproduce and isolate the problem. When you do contact Technical Support, please provide the following information:

- The name and version of the desktop operating system you are using
- The actual error message or state you are experiencing
- The steps you take to reproduce the problem
- The version of handheld software you are using and available memory

To find version and memory information, follow these steps:

1. Go to the Home screen.
2. **Open the menus**.
3. Select Info from the App menu.
4. Select Version for version info, and Size for memory info.

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Product Regulatory Information

FCC Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The use of shielded I/O cables is required when connecting this equipment to any and all optional peripheral or host devices. Failure to do so may violate FCC rules.

[!] **IMPORTANT** Changes or modifications not covered in this manual must be approved in writing by the manufacturer's Regulatory Engineering Department. Changes or modifications made without written approval may void the user's authority to operate this equipment.

Responsible Party:

palmOne, Inc.
400 N. McCarthy Blvd.
Milpitas, California 95035
United States of America
(408) 503-7500

Zire™ Product Family

Tested to Comply With FCC Standards

FOR HOME OR OFFICE USE

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Canadian ICES-003 Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Réglement sur le matériel brouilleur du Canada.

CE

CE Compliance Statement

This product was tested by palmOne, Inc. and found to comply with all the requirements of the EMC Directive 89/336/EEC as amended.

Declaration of Conformity

palmOne, Inc., Declares the Product: Handheld PDA & HotSync® cable

Model Name/Number: Zire 72

Manufacturer's Name: palmOne

Manufacturer's Address: 400 N. McCarthy Blvd.
Milpitas, 95035-5112

Conforms with the following specifications:

- EN 55024: 1998 (Emissions & Immunity)
- EN55022:1998, CISPR 22 1997, Class B Radiated and Conducted Emissions
- IEC 61000-4-2, A1 1998-01, ESD Immunity, 4kV Contact, and 8kV Air Discharge
- IEC 61000-4-3: 1995 RF Immunity, 80-1000MHz, 3V/M, 1kHz, 80% A.M.
- ENV 50204:1996, RF Immunity, 895-905MHz, 3V/m, 200Hz, 50% AM
- IEC 61000-4-4: 1995 EFT Immunity, 1kV on AC port, 5/50nSec, 5kHs Rep. Freq.
- IEC 61000-4-5: 1995 Surge Immunity, 1.2/50uSec, 2kV(peak), Common Mode, 1kV(peak) Differential Mode

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- EN61000-4-6:1996, Conducted Immunity, 150kHz-80MHz, 3V RMS, 1kHz, 80% AM
- IEC 61000-4-11: 1994, 100% Voltage Dip 0.5 period, 30% Dip 25 periods and >100% Dip 250 periods

Authorized palmOne Representative: David Woo
Manager, palmOne, Inc., World Wide Compliance

Date: November 4, 2003

Battery Warning

Do not mutilate, puncture, or dispose of batteries in fire. The batteries can burst or explode, releasing hazardous chemicals. Discard used batteries according to the manufacturer's instructions and in accordance with your local regulations.

Warning – Explosion Hazard

- Substitution of components may impair suitability for Class I, Division 2;
- When in hazardous location, turn off power before replacing or wiring modules, and,
- Do not disconnect equipment unless power has been switched off or the area is known to be non-hazardous.

Varning

Eksplosionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera använt batteri enligt fabrikantens instruktion.

Advarsel!

Lithiumbatteri—Eksplosionsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Levér det brugte batteri tilbage tilleverandøren.

Varoitus

Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan valmistajan suosittelemaan tyyppiin. Hävitä käytetty paristo valmistajan ohjeiden mukaisesti.

Advarsel

Eksplosjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefait av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner.

Waarschuwing!

Bij dit produkt zijn batterijen geleverd. Wanneer deze leeg zijn, moet u ze niet weggooien maar inleveren als KCA.

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Uwaga

Nie kroić lub przekluwać baterii, ani nie wrzucać ich do ognia. Mogą się rozerwać lub wybuchnąć wydzielając trujące środki chemiczne. Zużytych baterii należy pozbywać sie w sposób opisany przez producenta i zgodnie z miejscowymi przepisami.

אזהרה
יש סכנת התפוצצות אם מחליפים את הסוללה בצורה לא נכונה.
יש להחליף את הסוללה בסוללה זהה או דומה, בהתאם להמלצת היצרן.
יש להשליך סוללות משומשות בהתאם להוראות היצרן

Static Electricity, ESD, and your palmOne™ handheld

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

Description of ESD

Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock -- the discharge event -- when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-susceptible equipment

Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your palmOne™ handheld, from ESD harm. While palmOne has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your handheld, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions against ESD

Make sure to discharge any built-up static electricity from yourself and your electronic devices *before* touching an electronic device or connecting one device to another. The recommendation from palmOne is that you take this precaution before connecting your handheld to your computer, placing the handheld in a cradle, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your mobile device by simultaneously touching a metal surface that is at earth ground.

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- For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions that enhance ESD occurrences

Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events you may want to take extra precautions to protect your electronic equipment against ESD.

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